



AMERICAN VIDEO EQUIPMENT

PRIORITY CREDIT ACCOUNT APPLICATION

Company Name: Trading Name

Registered Address:

Post Code:

Trading Address (if different):

Postcode: Tel No: Fax No:

Company Registration No. VAT Reg. No:

No. of Years Trading: Annual Turnover: No of Employees

Directors/Partners Home Address (If Non Limited Company or Ltd Company Trading Less than 1 year)

1.

2.

3.

Name of Person Responsible for Accounts:

Trade References (UK Preferred). Address and Tel No.

1.

2.

3.

Bank: Sort Code: Account No:

Address:

Postcode:

Monthly Credit Required £

Payment terms for credit accounts are "within 30 days of date of invoice".

I acknowledge receipt of the General Policies and agree to abide by the Terms and Conditions of: AVE

Signed: Position: Date:

* Please also complete and sign the "Authorisation to Supply Bank Reference" below.

To: The Manager

Bank:

Postcode:

Dear Sir/Madam
AUTHORISATION TO SUPPLY BANK REFERENCE

Account Name

Account No.

Please accept this letter as authorisation to supply a bank reference to AVE, Endeavour House, Coopers End Road, Stansted, Essex, CM24 1SJ for the purpose of opening a trade credit account with them.

Authorised Signature(s)

Print Name(s)

Date

General Policies and Terms and Conditions

---Orders for stock items must be received before 3.00 pm GMT if you require same-day shipping. We will endeavour to ship orders received after 3.01pm that day if possible, however all will be shipped the following working day.

AVE stock items include MV-xxxe and MV-xxxS Series Multiplexers, MV-DRXX Series DVR Multiplexers, Cameras, QSXXX series quads, TDCT, SCS, and Switchers. All other orders for Cash Register, ATM, or Computer Interfaces have a minimum 2 day lead time. This includes all VSI's, VSSI-Plus etc.

Please remember when ordering VSI interfaces that you must specify what device the VSI is to be used with. For example:
Qty 1 VSI-PRO - Gilbarco TCR15

The attached order form must be used for ALL VSI orders.

Additionally, you must specify the register type when ordering Triports because there are different types for specific registers. We use TRIPORT as a generic part name, however there are several models. The VSI interfaces to several hundred different devices so several software versions which cover specific programs used. If you have a VSI in stock and a sale pending, please call us with the Register or Device model number and the version of the VSI you have. We can tell you if the VSI will work for that specific device and if additional interfaces, modifications, or cabling are required.

AVE will accept faxed orders, and verbal telephone orders. Do not hesitate to call our Product Support Department if you have any questions regarding products or policies with AVE.

Effective 1 January 2004

Freight Policy Prices are F.O.B. (GBP, USA, South Africa or Thailand). Minimum Order £35.00 (\$50.00) net order value.
All refused shipments will be subject to a 15% restocking fee and freight charges.

Return Policy

- American Video Equipment will only except returns on sold merchandise with approval from the AVE Sales Department. The following conditions apply:
- Before sending any merchandise back to AVE you must obtain an RA.
- Returns without prior authorization will be refused.
- RMA numbers are good for 30 days from the date of issue.
- After 30 days the RA is invalid and the merchandise will be billed at full invoice price.
- All returns must be made within 30 days of the original invoice date.
- Absolutely no returns for credit or replacement after 30 days from the original invoice date.
- Equipment must be returned in original packaging in like new condition.
- All returned merchandise is subject to a minimum 15% restocking fee, depending on the condition of the merchandise upon inspection by our RA department.
- If upon arrival at our factory, the returned merchandise is not in its original packaging, a £50.00 (\$ 75.00) repacking fee will be charged.

Damage Claims

Claims for in transit damage must be filed directly with the carrier and always within 15 days after receipt of the shipment.
ONLY THE CONSIGNEE CAN FILE A CLAIM WITH THE CARRIER FOR DAMAGE DURING SHIPMENT.
Be sure to save all cartons and packaging material for the carrier as evidence of in transit damage. Do not ship merchandise back to the factory without obtaining proper authorization.
IN TRANSIT DAMAGE IS NOT COVERED BY THE AVE WARRANTY. FREIGHT INSURANCE IS LIMITED.

Order Deliver Delay

AVE can not be held responsible for delays in shipment affected by reasons beyond our control. These reasons may include, but are not limited to: Material shortages, freight delays, work strikes, Sabotage, forces of nature, etc.

Warranty Return Policy

Before sending any AVE product to the factory for warranty repair, the customer must obtain an RMA number. This number must appear on the outside of the box and on any documentation accompanying the warranty repair. When calling AVE for an RA number, be prepared to give a complete description of the problem, the invoice number and address to return repaired item to.

When the AVE product is shipped to AVE :

1. The unit must be packed in the original shipping carton or in suitable packaging offering a similar degree of protection. Separate items such as power cords, remote controls units, or transformers, should be individually wrapped so as not to cause scratches or other damage during shipment.
2. Please include your name, telephone number, address, a copy of Sales receipt and a complete description of the inoperative functions.
3. Ship the product prepaid. AVE will pay for the return shipping.

American video Equipments Products are guaranteed to be free from defects in workmanship and material during the warranty period. If any failure, resulting from either workmanship or material defects should occur under normal and proper usage within the period stated below for each product from the original provable date of purchase, such failure should be repaired at no cost to the buyer for labour and parts if the defective product(s) is sent to AVE.

Product Category: All products except VCR's
During the period of 12 (twelve) months from the date of sale to the original end-user, AVE will repair or replace (at our option) all necessary parts, except the outside cabinet trim, without charge for parts labour required to make the repair or replacement.
This AVE warranty does not cover the following:

1. Products received for repair without an RMA number, sales or delivery receipt showing date of purchase by original customer.
2. Damages caused by incorrect use, carelessness, unauthorized alterations, improper storage or unauthorized service installation or repairs.
3. Damages caused by fire, flood, lightning, vandalism, collision, acts of God, or other events beyond the control of AVE.
4. External parts such as cabinet and key pad
5. Damages resulting from loss of use, loss of time or inconvenience, costs of temporary replacement units or spares, property damage caused by this unit or its failure to work, or any other incidental or consequential damages.
6. Hostile operating environments.
7. In transit damage claims, improper handling by carrier or post offices.
8. Products or parts thereof which have had serial numbers removed, altered or defaced.
9. Damage defect or failure caused by or resulting from the operation of the unit by incorrect voltages.
10. The use of the components that do not meet AVE specifications.
11. Periodic maintenance and adjustments resulting from normal use such as video head cleaning, mechanical part wear, etc.
12. Damage resulting from use of cleaning cassettes.

IMPORTANT : This warranty is in lieu of all other warranties, guarantees or agreements whether expressed or implied and no person, dealer, or company is authorized to change, modify, or extend its terms in any manner whatsoever.

AVE

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