

Novetas Solutions, Ilc.  
Manufacturer of New Age Blast Media®  
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www.NEWAGEBLASTMEDIA.com

### Company Policy/ Terms of Use

**Payment Terms:** Orders may be prepaid using MasterCard, VISA, Discover card or American Express. We no longer accept COD orders. If you've been in business for at least one year, you may complete an application for Net 30 credit terms. New accounts must fill out a credit application before placing an order. Credit review may take up to 5 business days; orders cannot ship before credit approval. Net 30 payments shall be received within thirty (30) days by Novetas Solutions, LLC. on first rated accounts. No orders will be shipped to any past due accounts, and may result in collections.

Novetas Solutions, Ilc. also reserves the right to require a full up-front payment before any new deliverables on accounts with a prior payment history of being consistently overdue.

*In addition, Novetas Solutions, Ilc. makes every attempt to contact the client through our Account Manager(s), e-mail, USPO mail, and phone calls to resolve any outstanding balances before further action may be needed.*

**Checks:** Checks returned for insufficient funds will be subject to a \$50.00 charge.

**Damages:** Damages are the responsibility of the freight carrier. Always inspect your shipment careful upon arrival. Save all the original packaging and contact the carrier for their inspection. Damage claims should be filed with the carrier, usually within 24 hours of the receipt of shipment.

**Refused Shipments:** All refused orders will be charged a 20% restocking fee. Please see returns below for procedures on returning product. We're sorry, but there are no exceptions to this policy.

**Shortages:** Our quality control inspector signs off on every shipment, but if you discover something missing please contact Customer Service within 10 days of receipt of your order. For claims to be honored, you must call within 10 days.

**Returns:** Novetas Solutions LLC return policy is handled on a case-by-case basis, there is a 25% restocking fee and the customer is responsible for all shipping charges. If an issue should arise with the product please submit a written letter or e-mail to our customer service team at [customer-service@Novetas.net](mailto:customer-service@Novetas.net). Remember that as the customer receiving the merchandise it is your responsibility to inspect box(s) and item(s) within for damage, note any damages on bill of lading file a claim with shipper within 5 business days. Warranty is not applicable. If you have any questions please contact us at [sales@Novetas.net](mailto:sales@Novetas.net) or (866) 775-6226.

**Important notice to purchaser:**

All statements, technical information and recommendations contained in Novetas Solutions, Ilc. Literature are based on tests conducted with Novetas Solutions, Ilc. approved equipment and are believed to be reliable. However, the accuracy or completeness of the tests are not guaranteed. THE FOLLOWING IS MADE IN LIEU OF ALL WARRANTIES, EXPRESS OR THE IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. The seller's and manufacturer's only obligation will be to replace the quantity of the product proved to be defective. Neither the seller nor Novetas Solutions, Ilc. will be liable for any injury, loss or damage, direct or consequential, arising out of the use or the inability to use the product. Before using, the user must determine the suitability of the product for his or her intended use. This notice may not be changed except by an agreement signed by an officer of the seller.