

# OAG Sales Policy

## North American Sales

In North America, Omni Air Group, Inc. delivers its products and services to qualified buyers within the United States, Alaska, Hawaii, United States Territories and Canada.

## Canadian Orders

For Canadian orders, you may be subject to import duties and taxes, which are levied once a shipment reaches your country. Additional charges for customs clearance must be borne by you. Omni Air Group has no control over these charges and cannot predict what they may be.

## Sales Outside of North America

Omni Air Group, Inc. delivers products and services to qualified buyers outside of North America in accordance with international and U.S. Export laws. Customs policies vary widely from country to country, so you should contact your local customs office for further information. When products are delivered by electronic download from OAG, you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the goods.

## Customer Assistance

For assistance or questions regarding your order, please contact Customer Assistance or call us at 1+(509) 838-8121.

## Payment Methods

Omni Air Group accepts payment by company check, bank wire transfer, and specific credit cards issued by banks within the United States or Canada. These include Visa, MasterCard, and American Express cards. At the time your order is placed, Omni Air Group obtains a pre-approval from the credit card company for the amount of the order. Credit card approval is subject to the standards applied by Omni Air Group's financial processing partners.

### ***Please Note:***

We are unable to accept credit cards issued by banks outside of the United States or Canada. If you would like to pay by company check or bank wire transfer, please contact Customer Assistance or call us at 1+(509) 838-8121.

## Prices

All prices listed are in US dollars. The billing for your order will also be in US dollars. Your total order price will include the price of the product(s) and / or service(s), plus any applicable sales tax and shipping charges (if applicable). Please review your order carefully prior to submitting it for processing. Omni Air Group reserves the right to change prices for products at any time.

## Returns

If you are not satisfied with your purchase of an Omni Air Group product, please call 1-509-838-8121 for a Return Material Authorization (RMA) request within 14 calendar days of receipt of the product. The product must be returned to Omni Air Group within 14 calendar days of the issuance of the RMA. All products must be packed in the original, unmarked packaging including any accessories, manuals, documentation and registration that shipped with the product. If the item is returned unopened in the original box, we will exchange it or offer you a refund based on your original method of payment.

### ***How to request a refund***

Within 14 days of receipt of your product:

- Call 1+(509) 838-8121 for a Return Material Authorization (RMA) request
- Ship the unopened product to Omni Air Group. FedEx is our preferred shipper.
- A refund will be processed within 3-6 weeks of receipt of the product at Omni Air Group.

**Please note that Omni Air Group does not permit the return of, or offer refunds for, the following products:**

- Opened software\*
- Products obtained as part of a bundle with other computer services or equipment, or distributed by another company as part of their software compilation.
- Products that were acquired for free (not for resale), including trial versions or other products downloaded for free off the Omni Air Group web site or other third party electronic distribution sites.
- Fee-based technical support services.
- Any other services provided by Omni Air Group.

\*Opened software can be exchanged for the same item but cannot be returned for a refund. If the seal or sticker on the software media packaging is broken, then the software may not be returned for a refund. You may return software after rejecting the licensing terms, provided the software is not installed on a computer. If an error was made in processing your order, please send a letter on your company letterhead (if applicable) describing the error in sufficient detail, within 30 days of your initial order date to:

Omni Air Group, Inc.  
6421 South Dorset Road  
Spokane, WA, 99224 USA

**Sales Tax**

Omni Air Group will charge sales tax based on the delivery location and the sales tax rate in effect at the time of product delivery. If the sales tax rate for the state to which your order is being delivered changes before the product is delivered, the new tax rate in effect at the time of delivery will apply.

**Order Fulfillment**

Omni Air Group makes every effort to fulfill your order and deliver your product according to the estimated lead times provided. During peak periods there may be additional days needed to process orders due to volume increases. We will make every effort to complete your order as quickly as possible. Once your order has been fulfilled, a delivery notification/invoice will be sent via email. We encourage you to print or save a copy of the delivery notice when received. We encourage you to visit our web site, contact Customer Assistance, or call us at 1+(509) 838-8121 with any questions regarding the status of your order.

Your privacy is important to us, and we know that you care about how information about your order is used and shared.

Also, we may provide certain order, shipment and product information (such as names and titles), to our international carriers, and such information may be communicated by the carriers to customs authorities in order to facilitate customs clearance and comply with local laws.

**Export Control**

You agree to comply with all Export Laws. You agree (i) not to export any Omni Air Group product to any country in contravention of any Export Law, and (ii) not to export any product to any country for which an export license or other governmental approval is required, without first obtaining all necessary licenses or other approvals. You warrant that you are not located in, under the control of, or a national or resident of any country to which export of the products is prohibited by any Export Law.

**Other Terms and Conditions**

- Omni Air Group is not responsible for typographic errors.
- Omni Air Group reserves the right to change the terms and conditions of sale at any time.
- All sales are governed by Washington law, without giving effect to its conflict of law provisions.
- All sales are subject to the terms and conditions of OAG's SMS Programs License, as sample of which is provided here on our website.

**Cancellations**

Please review your order carefully before submitting. Once submitted, our automated processing will quickly send your order into production and we may be unable to make changes, cancel, or refund your order.

*We look forward to serving you!*