



## True Phantom Solutions Inc.

787 Ouellette Avenue  
Windsor, Ontario, Canada, N9A 4J4  
[info@truephantom.com](mailto:info@truephantom.com)

# GENERAL TERMS AND CONDITIONS

### PLEASE READ CAREFULLY THE BELOW TERMS AND CONDITIONS.

All customers of True Phantom Solutions (TPS) and users of this website agree to the terms and conditions below and other applicable laws.

#### Use of Site

TPS does not tolerate harassment of any form via the site, including but not limited to chat, e-mail, requests, etc. or by use of obscene or abusive language or images.

#### Website Security

The website, along with all orders placed and quotes requested on it, is SSL(Secure Socket Layer) encrypted, and our certificates are updated regularly.

#### Third-Party Links

In accordance with TPS's deals with official distributors and/or partners, the website may have links to help customers get redirected to websites operated by them. TPS has no control or authorization over these linked sites, their securities, and the data shared with them. Kindly access them at your own risk.

#### Purchase Orders

TPS is happy to accept Purchase Orders (POs) from legitimate organizations such as schools, hospitals, government agencies, and corporations.

POs submitted to us must include the following:

- A unique PO number.
- TPS Quote Number (if applicable)
- The Shipping Address must be a verifiable address associated with the organization that issued the purchase order.
- The correct product name, SKUs and line-item pricing
- Accurate and verifiable billing and shipping information for your company
- Current address for True Phantom Solutions

All POs submitted are accepted at the sole discretion of the True Phantom Solutions' finance department.

#### Payments

Payments can be made by Credit Card, Paypal, Stripe, Check, Money Order, or Wire Transfer.

**Note:** Customers must pay all conversion and bank charges for bank transfers. Credit Card, Paypal, or Stripe payments will incur an additional 3% processing charge to the total.

#### Lead Times

- All lead times and delivery dates are approximate and will be indicated on the individual invoices.
- Lead times begin with receipt of deposit payment and/or receipt of the purchase order.



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- In some cases, delivery of the items can experience delays due to delayed design approvals by the buyer or late arrival of raw materials/parts/components.
- The buyer hereby agrees not to hold the seller and their respective officers, director, employees, or agents responsible for delays beyond the seller's control.
- Order cancellation will not be entertained because of delays beyond the seller's control, including, without limitation, delays caused by manufacturers' supply chains or shipping companies. Upon request, a written explanation can be provided by the seller to support the reasons for the delays.
- Furthermore, the buyer agrees not to hold the seller responsible for the delays caused by natural disasters, terrorism, pandemics, etc., which may affect the timing of the delivery.

### Prices listed on the website

The prices you see are the list prices. Any sales taxes, customs, duties, shipping, and handling charges (as applicable) are additional to them.

### Shipping and Handling

TPS provides international shipping. The default shipping terms are EXW. You have the option to provide us with your preferred shipping carrier's account details for direct billing. Alternatively, we can use our own carriers and invoice you for the accumulated shipping charges. TPS is not responsible for clearance of goods from customs upon delivery.

### Customs Clearance

It is the customer's sole responsibility to pay for any and all taxes and duties, if applicable, to your local country's laws.

### 2-Years Limited Warranty Policy

All products manufactured by TPS are provided with a 2-year limited warranty against manufacturing defects. Please have a look at the warranty policy published on the website.

### Return Policy

If you are facing any issues with the product for any reason and need to return it, please have a look at the return policy published on the website.

### Contacting Us

If you need to reach us, please send an email to our teams as required below:

Sales team: [sales@truephantom.com](mailto:sales@truephantom.com)

Logistics team: [logistics@truephantom.com](mailto:logistics@truephantom.com)

Any other query: [info@truephantom.com](mailto:info@truephantom.com)

Policies are subject to change at any time and customer agrees to these terms when submitting an order to True Phantom Solutions.