



Policies and Procedures

ORDERS

All orders must be either faxed to 508-731-6070 or emailed to your salesperson or to pioneersales@wastequip.com with a purchase order and signed by an authorized representative or individual placing the order to help avoid potential mistakes.

CUSTOM ORDERED TARPS:

All custom ordered tarps should be drawn exactly as desired and the drawing should accompany the order and purchase order.

CUSTOM ORDERED TARPS ARE NOT RETURNABLE OR REFUNDABLE.

CREDIT

All customers are required to complete and sign a CREDIT APPLICATION, and a State Sales Tax Exemption Certificate. Credit is extended to accounts with favorable credit references and solid payment history. Terms are **net 30 days**; therefore, all invoiced amounts are due 30 days from the date of invoice.

If your invoice is not paid within said 30 days, a 1.5% per month service charge, or the maximum legal rate, whichever is higher, will be accrued to all overdue amounts. These charges will be added to the overdue amounts and will be included for purposes of calculating future late charges.

Any overdue accounts reaching 60 days past invoice date will be placed on CREDIT HOLD.

A Credit Hold will freeze all shipments and orders in progress until the overdue invoices and service charges are paid in full.

Any overdue accounts reaching 60 days past invoice date will remain on credit hold and will lose their open credit status. Once these accounts have been brought up-to-date, shipments will resume, but will be C.O.D. for six months from the time the account was paid in full. After six months, the customer may apply for open credit status.

Any overdue accounts reaching 90 days past due will be turned over to our collection agency for immediate collection. The cost of collection and/or legal fees will be added to the account.

RETURNS

Merchandise may be returned with a pre-approved Returned Materials Authorization (RMA) number, at the customer's expense, **if it is returned in the same condition as shipped by Pioneer**. There will be a 20% restocking charge on all returns. Merchandise that has been special ordered, damaged, used, or welded may not be returned.

1. Customer should first call Pioneer Customer Service at 866-353-5826 and request an RMA.
2. Customer Service will send an RMA form to the customer. Customer will fill in: original invoice number, part number, description and serial number and return the RMA form to Customer Service: 508-731-6070]
3. Customer service will then issue an RMA number to the customer, and take an order for the replacement parts (if needed).



4. Customer has 14 calendar days, from the date of issuance of an RMA number, to ship the part(s) prepaid to Pioneer. The RMA form must be securely attached to the parcel and the RMA number clearly visible on the outside of the parcel. Pioneer will not accept any parcels shipped freight-collect, COD, and/or without proper paperwork.

5. If a replacement part has been ordered, Pioneer will ship the part prior to receiving the returned part, provided an RMA has been issued by customer service and as long as the customer's account is current. If Pioneer does not receive the returned part, customer will be invoiced for the full value of the replacement part plus shipping.

6. Pioneer agrees to inspect returned parts within 21 days of receipt of part and to issue a disposition (except when parts are returned to Pioneer's vendor for evaluation [e.g. EDD1508 motors] and disposition.)

7. If a credit to customer is warranted, Pioneer will issue the credit within 45 days of receipt of part(s) or, in the case of a part returned to Pioneer's vendor, as soon as practicable.

RETURNED MATERIALS AUTHORIZATION PROCEDURE

Any part must be returned to Seller for inspection to determine if it is indeed defective. Should an item need to be returned due to a claimed defect, the following steps must be followed to facilitate a timely return:

1. Locate the invoice (if purchased separately).
2. Call Pioneer 866-353-5826 to obtain a Return Material Authorization (RMA) number.
3. An RMA number must be obtained from Pioneer during the warranty period.
4. **CLAIMS WITHOUT AN RMA NUMBER WILL NOT BE PROCESSED AND WILL NOT BE ELIGIBLE UNDER PIONEER'S LIMITED WARRANTY.**
5. Package the item in the original or equivalent packaging. Adequate packaging must be used for returned goods to prevent freight damage.
6. Include a written description of the problem and the original invoice in the shipment.
7. Ensure that the RMA number is displayed on the outside of the package.
8. Mail the package postage pre-paid and insured to the following address:

Pioneer Cover-all
RMA # _____
10 Boulder Parkway
North Oxford, MA 01537

If the part is determined, in Pioneer's sole discretion, to be defective, Pioneer shall refund the customer for this pre-paid postage.

No person, firm or corporation is authorized to obligate Pioneer for any liability in connection with the sale or use of these goods.