

ORDER ACCEPTANCE POLICY

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell.

Master Tool Repair reserves the right at any time after receipt of your order to accept or decline your order for any reason. All orders placed over \$2000.00 (USD) must obtain pre-approval with an acceptable method of payment, as established by our credit and fraud avoidance department. We may require additional verifications or information before accepting any order.

Master Tool Repair offers repair parts and replacement parts based on the manufacturer's specifications. All purchases made through the Master Tool Repair website are at the sole discretion of the customer. The customer is responsible for any and all shipping charges when purchasing through the MTR website.

Master Tool Repair shall have the right to refuse or cancel any order at any time without prior notice.

PROCESSING TIME

Your order is thoroughly reviewed by our Credit Card Department to ensure that the order is accurate, the payment method is valid, and you are authorized to use this payment method. Once your order has passed the rigorous review by our Credit Card Department, it is sent to our warehouse for shipment.

NOTE: – For YOUR security: Credit cards are charged at the time the order is placed. Master Tool Repair does not have access to your credit card information which protects your credit card data.

Credit card processing may take up to 3 business days (depending on the accuracy of the information given to us by the customer.). In addition, voice confirmation or additional follow up may be required before we can process your credit card for payment.

If all of the item(s) on your order are in-stock, we will ship them as soon as possible from our warehouse or from one of our distribution warehouses located throughout the United States. If any of the item(s) on your order are out of stock, the order will not be shipped until we have received and processed all of the backordered inventory into our warehouse. Master Tool Repair reserves the right to change this processing procedure at any time.

DELIVERY OF ORDER

Master Tool Repair does not place a guarantee on any delivery time(s) listed. All orders are subject to estimated delivery times based on the carrier(s) standard operating procedures. International orders may take longer and times are based on delivery times set forth by the carrier(s). Master Tool Repair uses **UPS Ground** as its standard shipping method but offers other shipping methods at the request of the customer.

TRANSIT TIME(S) – typical delivery times to lower 48 states (US):

UPS Ground: **3 - 8 Business Days**

UPS Second Day: **2 Business Days**

UPS Next Day Air: **1 Business Day**

Priority Mail (USPS): **3-8 Business Days**

Truck Freight (Any): **3-14 Business Days**

Deliveries to **Alaska, Hawaii** and **Puerto Rico** may take up to an additional 5 business days. Master Tool Repair does not guarantee expedited delivery times to these locations.

INTERNATIONAL TRANSIT TIME(S) & FEES

Lead Time/ Delivery Time – time may vary due to location, stock available, customs inspection and/or other. Master Tool Repair may add up to 7-10 business days (in addition to our typical transit times listed by the carriers) to delivery these orders in a timely manner. Orders may be delayed due to out-of-stock items, delay processing order through customs, mechanical failure, scheduling conflict, inclement weather, etc. Master Tool Repair does not guarantee delivery time(s) on any order.

Brokerage Fees, Customs Fees, Duties, and Taxes – the customer is responsible for payment of all brokerage fees, custom fees, duties, taxes, etc. in addition to the shipping charge on any order through Master Tool Repair.

NOTES: Saturday & Sunday deliveries are not available. **UPS Next Day** delivery requests must be processed and received in our warehouse no later than **12:30PM EST**. All transit times are ESTIMATED delivery times of the carrier listed. **The customer is responsible for receiving all shipped orders. Orders rejected or not received by the customer and/or returned to our warehouse may be subject to a restocking fee and shipping charges. All shipping methods are at the sole discretion of the customer. Truck freight deliveries should be inspected for damage at the time of delivery.**

Priority Mail, Priority Mail International, and First Class International (USPS) are available shipping methods under the follow conditions:

- Order must meet shipping requirements set by USPS.
- Order is not insured.
- Order is not tracked.
- Delivery time(s) vary.

NOTE: Priority Mail, Priority Mail International and First Class International (USPS) shipping methods are at the sole discretion of the customer. Master Tool Repair will not be held responsible for tracking, insuring and/or any loss or damage to orders shipped by these methods. Master Tool Repair does not guarantee delivery times using these shipping methods.

TOTAL TIME FOR DELIVERY

Total time is based on the amount of time it takes to get payment authorization, order processing, and the transit time from the carrier. This can range from 24 hours to 10 days for in-stock items. International orders and out-of-stock items may increase the delivery time. Rates and delivery times are based on the shipping carrier(s). These rates and delivery times may change without prior notice.

SHIPPING AND HANDLING RATES

Master Tool Repair's shipping rates and schedule are calculated on the ACTUAL WEIGHT (and/or size) of a shipment and the TYPE OF SHIPPING SERVICE that a customer may specify (ground, air or next day). Shipping and handling charges will be applied to all orders placed with us. The customer is responsible for

all shipping charges and/or includes: orders shipped in multiple boxes and/or all orders shipped in split shipments in the event an item is out of stock or on back order. Rates and delivery times are based on the shipping carrier(s). These rates and delivery times may change without prior notice. Should you have any questions or concerns regarding these charges, feel free to contact us via phone or email.

ORDER CANCELLATION POLICY

Customer order requests are processed and shipped in a timely manner. **The customer must notify Master Tool Repair of any cancellation of an order within 24 hrs (or next business day) of any order placed.** Failure to notify Master Tool Repair within the first 24 hrs may result in the customer incurring a **10% cancellation fee and/or shipping charges.** The customer is responsible for any shipping charge(s) applied to order(s) refused by the customer (returned to our warehouse). These type(s) of returns are subject to our terms and conditions outlined in our Return Policy.

Should you have any questions or concerns regarding these charges, feel free to contact us via phone or email.

ERRORS ON THE WEBSITE

In the event a product is listed at an incorrect price or with incorrect information due to a typographical error, an error in pricing or product information received from our suppliers, Master Tool Repair shall have the right to refuse or cancel any orders placed for product listed at the incorrect price. Master Tool Repair shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is canceled, Master Tool Repair shall immediately issue a credit to your credit card account in the amount of the charge.

Master Tool Repair reserves the right to change any of its policies or procedures at any time without prior notice.