

Terms & Condition

Prices

Tugicom reserves the right to alter prices at any time without prior notice. All prices are in USD (US Dollars).

Delivery and Transit Delays

Wherever possible shipping/delivery is recorded or registered. The shipping/delivery time to most countries of the world is normally within 21 working days, however on some occasions this may be extended by a few days if the postal system or carrier has restrictions or additional delays beyond the control of Tugicom.

Orders

Tugicom does not manufacture goods to be carried in stock for 'off the shelf' sales. The customer's order is custom assembled on a 'built to order' or 'one off' basis. Payment must be made in full before any work is commissioned on the Customer's order, on receiving the Customer's order, the:

- Credit card is authorized, address checked and charged. Should the card decline the Customer will be informed and work on the Customer's order will not be commissioned until payment is secured. Should the card payment be CHARGED BACK following the date the goods were delivered and signed for, the Customer hereby agrees in advance for the card to be recharged for the goods delivered and signed for;
- payment by check, direct bank transfer, money order or any other type of transaction that requires clearing will need to be cleared in full. Should any of these methods of payment fail to clear and be returned to Tugicom unpaid, the Customer will be informed and work on the Customer's order will not be commissioned until payment is secured;

Warranty Returns Policy

The parts and any workmanship commissioned by Tugicom is guaranteed for a period of 6 months from the date of the sales invoice.

There is no warranty on:

- RF output power transistors inside the transmitters
- Fm module that has been soldered

Qualifying goods will be repaired or, at our option, replaced providing the goods are returned to us, carriage paid and suitably packaged within a 6 month period, together with a copy of the original sales invoice. To prevent import charges being made on returned goods from countries and territories outside Israel, 4 photocopies of the original Tugicom sale invoice should be attached to the outside of the packaging, together with the relevant completed customs documentation stating that the goods

originated from Israel and are being returned for repair/replacement. Under no circumstances will any returned goods requiring payment of import charges be accepted by Tugicom.

Contact us if you require further details on the limited warranty provided by Tugicom.

Refunds and Return/Replacement Policy

All the transmitters above 500w are made for specific orders and they are not shelf products by that they cannot be returned and refunded.

RF transistors cannot be returned and refunded.

All other products can be returned for refund only in a period of 30 days from shipping only if they weren't used or installed.

Restocking fees of 20% will be applied.

Shipping & Handling and custom fees are not refunded.

If you need to return an item to us please first send an email to: info@tugicom.com with information about your product, your purchase (order number, invoice number) and your reason for wanting to return the product.

Licensing

Some of the commissioned items, particularly transmitters, require an operating license. It is an offence in some other countries of the world to radiate electro magnetic waves at certain frequencies without a license. It is the Customer's responsibility to check relevant laws, regulations and directives regarding licensing and putting into service any goods commissioned by Tugicom. The Customer agrees to defend, indemnify and hold harmless Tugicom, its employees and agents, from and against any claims, actions or demands, including without limitation legal and accounting fees, alleging or resulting from the improper or unlawful use of goods commissioned by Tugicom.

*** Tugicom works under Israeli trading laws, items will be sent with original invoice inside the package.