

STANDARD TERMS AND CONDITIONS

Polar Focus, Inc. will be referred to as "PFI"



Polar Focus Responsibilities:

- Perform a professional job with safety as a prime priority.
- Provide courteous service.
- Coordinate the production process, with help from the customer, from start to finish in a timely manner. That process may include designing the rigging system, fabricating parts, ordering parts, assembly, shipping product and technical support.
- Determine proper usage of PFI products.
- Provide a two-year Warranty on products and the manufacturing labor for PFI products.

Customer Responsibilities:

- Confirm the suitability and dimensions of the structure being used as the support or foundation for the PFI equipment.
- For rigging system design projects, provide pan and tilt angles, dimensions, and other mechanical data about the equipment to be rigged or installed. In order for PFI to provide precision quality loudspeaker clusters, PFI requires accurate loudspeaker mechanical data, including all rigging points and the position of center of gravity. Loudspeakers with publicly available complete dimensions including rigging points and the position of the center of gravity tend to perform better at rigging, and cost less to rig. EAW, JBL, EV, and Meyer all supply sufficient data for their products.
- Specify hardware color: Color will be black unless otherwise specified. Wire rope, shackles, eyebolts, etc. are natural color. Please call us before painting any PFI products. Wire rope components and shackles have moving pieces and should not be painted. Other parts may be very lightly painted after installation with five-minute drying Krylon #1602 Ultra Flat Black or Krylon #1502 Flat White spray paints.
- Please call PFI before rearranging parts in a kit, such as the Tilt Cable Kits or grids made from XY Grid® system components. They have been carefully assembled for the fastest possible installation.
- Pay for the cost of shipping. Please consider reasonable shipping time. Advanced planning will keep the cost of shipping as low as possible. If a job requires shipping a customer's product to PFI in order to work on it or from it, the customer is responsible for the shipping cost incurred to and from PFI.
- Have your Job number (it begins with a 'H' with four digits) available when contacting PFI on an existing job. New jobs will be assigned a job number when a customer calls about a new job.
- Review the Standard Terms of Payment. The Start Date and Completion Date of a job are both subject to conforming to the Standard Terms of Payment.
- Review PFI's Merchandise Return Policy.

Engineering/Drafting Time for Custom Configurations, Systems or Components

For some jobs, Drafting Time is needed to produce a quote for a job. Drafting Time is charged at a rate of US\$77.00 per hour. PFI will provide 1 hour of Drafting Time without obligation, then the customer is contacted with the status of the drawing and a quote based on the present information available in the drawing. If the customer decides that more Drafting Time is needed for a more accurate quote for the job, then the customer is responsible for paying for additional Drafting Time. If a rigging system is ordered, the customer must pay for all of the Drafting Time in the quote for that system. All drawings of custom rigging systems produced by PFI will remain the exclusive property of PFI. Submittal drawings as PDF files are provided for all custom rigging systems. A job quote is valid for sixty (60) days.

Parts from Stock

If an order contains only stock parts on the shelf, it takes 1 to 3 days to ship the product depending on the volume of the order. Same day service is sometimes available depending on our volume of business that day. There will be a \$50 delivery charge for orders placed after 3:00 EST that require same day delivery to the UPS depot.

Third Party Vendor Purchase Order

PFI is not responsible for time delays due to third party Vendor Purchase Order deliveries. PFI makes every possible effort to order product from other vendors in a timely manner. Sufficient advance notice must be given to us by the customer to make this possible. For example, certain chain hoist configurations have a Lead Time of 12 weeks.

Standard Terms of Payment



The standard Terms of Payment is **CREDIT CARD** or **CHECK IN ADVANCE** to be paid in full at the time of the order.

Merchandise Return Policy

In order to guarantee that no customer ever receives secondhand equipment, Polar Focus does not accept returned merchandise. We provide a high level of technical support to make sure that our customers get exactly what they need to complete the job at hand. Polar Focus manufactures audio rigging equipment that is broadly applicable to many hundreds of different loudspeakers. In the unlikely event that a customer purchases more equipment than they need, it usually can be used on an upcoming job.

Technical Support

Technical support is available by telephone, fax, or e-mail.

Other Resources

Polar Focus products and kits are designed for use as tools for professional riggers, and for audio and video technicians trained in rigging for their specific applications. If you do not have this training and/or on the job experience, then do not attempt to use these products. Protect the health and safety of yourself, your co-workers, your customers and safeguard your organization's liability by calling in qualified personnel to perform the rigging you require. To find professionals in your area with this expertise, look up Audio Contractors, Sound Contractors, or Riggers in your telephone directory yellow pages. For additional sources to find trained riggers in North America, you may also contact:

International Assoc. of Theatrical & Stage Employees (IATSE)
IATSE General Office
1430 Broadway, 20th Floor
New York, NY 10018 USA
Telephone (212) 730-1770
<http://www.iatse-intl.org> or...

National Systems Contractors Association (NSCA)
419 First Street Southeast
Cedar Rapids, IA 52401 USA
Voice (800) 446-6722 or (319) 366-6722
Fax (310) 366-4164
<http://www.nasca.org/>

To find riggers outside of North America you may contact:

Professional Lighting and Sound Association (PLASA)
38 St. Leonards Road
Eastbourne BN21 3UT United Kingdom
Tel: +44(0)1323 410335 Fax :+44(0)1323 646905 <http://www.plasa.org.uk/>

Both NSCA and PLASA can also provide information on rigging training courses in your region.