

Terms and Conditions

1. Standard Product

Requests for return of standard product must be made within 10 business days from ship date of product from Dove Electronic. The product will be deemed accepted after 10 days from the ship date of the product from Dove Electronic and will not be eligible for return at that time. You must obtain an RMA# from a Sales Representative before any product can be returned. Product may be scheduled up to 6 months from original order date. Any product remaining open after one year will be shipped to you and the purchase order will be closed out.

2. Nonstandard Product

All nonstandard product is considered to be non-cancellable/non-returnable. All nonstandard product requires signature by the Buyer on Dove's NCNR form prior to Dove's acceptance of an order. In the event that the Buyer requests cancellation, Dove will make a best effort attempt to contact the manufacturer to determine the status of production. If the product has gone into production cancellation will not be possible. Nonstandard product may not be scheduled for longer than 6 months from 1st shipment of product to Buyer's company. It is not possible to push out delivery of nonstandard product. Product can only be pulled in based on availability of product at the time of request. If product is in transit to or at Dove's facility cancellation is not possible.

3. Defective Product (Performance Issue)

If Buyer finds product to be defective due to the performance of the part not meeting the manufacturer's specification, the buyer must contact Dove Electronic for a Return Material Authorization Number. Quantity eligible for return will be determined by the manufacturer of the product. Upon receipt of the test results from manufacturer, Dove Sales will determine course of action to be taken. Test results from the manufacturer will be the final determination of whether parts can be returned or not returned. If parts meet manufacturer specifications all parts will be sent back to the Buyer at the Buyer's expense. If parts are found not to meet the manufacturer's specifications, return of the entire order will be subject to Dove management approval. If it is found that damage to the product is due to customer's mishandling, misapplication, or incorrect ordering, replacement will be at customer's expense and product cannot be returned. All evaluation and/or repair charges will be at Buyer's expense.

4. Defective Product (Shipping Damage)

If Buyer finds product to be damaged upon shipment to their facility, it is the Buyer's responsibility to place a claim with the freight carrier. Dove will reship and rebill replacement parts, if available, at the Buyer's request.

5. COD Rejections

Upon rejection of a C.O.D. shipment by Buyer or Buyer's company, Dove Electronic Components, Inc. will not reship product on COD terms. The Buyer's account will be changed to cash in advance or credit card terms only. Buyer or Buyer's company is responsible for all freight and C.O.D. charges incurred. Dove must receive payment in full prior to any reshipment recovering any expenses incurred such as freight or COD charges from the freight carrier.

6. RMA's (Return Material Authorization)

Nonstandard Product will be accepted for return only in the event of a shipment error that is clearly the fault of Dove Electronic Components, Inc. Standard product can be returned only with a return material authorization number within 10 business days from ship date of product. Allow 3–5 business days for evaluation of Buyer's return request. Restocking fees may be applicable. Upon request for an RMA# the Buyer must provide the PO#, quantity, and date codes for affected parts. Failure to provide this information will result in refusal of the RMA request. RMA's are valid for 30 days from date of issue. All product must be received back within 30 days upon date of issue of the RMA#.

7. Unauthorized Returns

All unauthorized returns will be rejected. An unauthorized return is any return of product without a Dove issued return material authorization number.

8. F.O.B Terms (Shipping)

East Setauket, NY. All shipments from manufacturer to Dove will be UPS Ground. Any requests for expedited shipment from manufacturer to Dove will be at Buyer's expense and must be documented on Buyer's original purchase order or change order. All third party billing for shipment from manufacturer to Dove must be authorized by manufacturer. The Buyer's company is responsible for all freight charges from Dove to Buyer's company.

9. F.O.B Terms (Payment)

All new accounts must submit credit references. Payment terms will be the decision of Dove Electronic Components, Inc. When credit references are submitted please allow 3–5 business days for the credit approval process. Payment terms may include C.O.D., cash in advance, credit card, or net 30-day terms. Existing accounts with Net 30 terms, who have been inactive for 12 months or longer, will be required to submit new credit references subject to approval. Dove reserves the right to modify terms prior to shipment, require payment in advance, or delay or cancel any shipment or order by reason of customer's creditworthiness or should customer fail to fulfill any obligation when due.

10. Quotes

All quotes for factory stock or Dove stock represent availability of product at the time of quote. Availability is subject to stock being purchased by other customers. All quotes are valid for 30 days from date of quote. All delivery lead-times quoted are after receipt of order.

11. Changes

No order may be cancelled, rescheduled or reconfigured without Dove's written authorization and in such event, customer will be liable to Dove for any additional costs or expenses incurred by Dove. Quantity reductions may result in a price increase.

12. Other

Seller shall not be liable for any excess costs if the failure to perform this order arises out of causes beyond the control and without the fault of negligence of the Seller. Such causes may include, but are not restricted to, acts of God, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, delay in delivery by Dove's suppliers, and unusually severe weather. In every case the failure to perform must be beyond the control of the Supplier without fault or negligence.

13. Order Discrepancies

Any discrepancies with an order must be reported to Dove within 10 business days from buyer's receipt of order.