



# Terms and Conditions

## **Scope of Services:**

Professional Netting Concepts, LLC provides long-term solutions in the Fall Safety Industry, aimed at enhancing workplace safety and compliance.

## **Client Responsibilities:**

Clients are responsible for providing accurate information about their safety needs and ensuring compliance with our recommendations and guidelines.

## **Service Agreement:**

By engaging our services, clients agree to the terms outlined in this document and any additional agreements or policies provided by our company.

## **Payment Terms:**

Payment for services/products is due upon receipt of invoice, unless otherwise specified in writing. Failure to pay within the agreed timeframe may result in additional late fees.

## **Cancellation and Refund Policy:**

Cancellation of services/products must be made in writing and may be subject to cancellation fees. Refunds, if applicable, will be issued according to our refund process. Reference *Cancellation Policy* on page 2.

## **Liability Limitation:**

While our company strives to provide accurate and effective safety solutions, we cannot guarantee the prevention of all accidents or incidents. Clients acknowledge that our services/products are provided on an "as-is" basis and agree to indemnify and hold our company harmless from any claims arising from the use of our services/products.

## **Confidentiality:**

We respect the confidentiality of our clients' information and will not disclose any confidential or proprietary information without explicit consent, except as required by law.

## **Intellectual Property:**

All intellectual property rights related to our services/products, including but not limited to software, training materials, and reports, belong to our company. Clients may not reproduce, distribute, or modify our intellectual property without prior written consent.

## **Governing Law:**

These terms and conditions shall be governed by and construed in accordance with the laws of the State of Texas. Any disputes arising from these terms shall be resolved through arbitration or litigation in the courts of Texas.

## **Amendments:**

Our company reserves the right to amend these terms and conditions at any time. Clients will be notified of any changes and continued use of our services/products constitutes acceptance of the revised terms.

## **Contact Information:**

For questions or concerns regarding these terms and conditions, please contact us at 832.515.8385 or [sales@pncnets.com](mailto:sales@pncnets.com)



# Cancellation Policy

**Cancellation Period:** Customers may cancel their order within 120 days from the date of purchase.

**Cancellation Process:** To cancel an order, customers must contact a Professional Netting Concepts, LLC Sales representative via email [sales@pncnets.com](mailto:sales@pncnets.com) or phone 832.515.8385 and provide their order details.

**Restocking Fee:** A restocking fee of 30% of the total purchase price will be applied to all canceled orders.

**Refund Process:** Upon cancellation, refunds will be issued within 15 business days, minus the applicable restocking fee.

**Exceptions:** The restocking fee may be waived or adjusted in exceptional circumstances, at the discretion of Professional Netting Concepts, LLC.

**Non-Refundable Items:** Certain items may be non-refundable. Please refer to the product description or contact customer support for clarification. All safety covers and components installed and/or used in service will **NOT** be refunded.

**Shipping Costs:** Shipping costs incurred for canceled orders are non-refundable.

**Refund Method:** Refunds will be issued using the same method of payment used for the original transaction, unless otherwise specified by the customer.

**Partial Cancellation:** If only part of an order is canceled, the restocking fee will be applied only to the canceled items.