



PRICING, SHIPPING, TERMS OF SALE

PRICING

Pricing is listed on each product along with method of shipment. We furnish delivered prices where noted. Some items require that we furnish you with a shipping quote. Simply send us an email or give a call and we'll get right back to you.

All delivered prices are within the lower 48 states and in USD. Contact us for a quote to Alaska, Hawaii, and Canada.

Sales tax is applicable for all purchase/shipments in Colorado at 7.4% local / 2.9% state. Tax rate on purchase depends on where physical transfer of goods occurs.

SHIPMENT METHOD AND LEAD TIMES

When your order ships, we furnish tracking information to you via email. We have extensive experience with transportation logistics, and our customer satisfaction is high due to our care and attention to the delivery process and communications with you.

We ship both Freight truck (palleted products) and UPS Ground (small package products) via standard ground services. For UPS Ground shipments, this means drop at door if no one is home (consignee assumes liability from possible theft or alteration upon delivery). For Freight carrier shipments, consignee must be present to inspect goods and release carrier liability via signed delivery receipt. See *Damaged Goods* section for important details on receiving shipments.

Delivery lead times are estimates only; shipper does not guarantee delivery lead time estimates nor does LGA unless guaranteed delivery services are ordered prior to shipment. Appointments, rerouting while in transit, signature requirements (UPS), and any storage services are all subject to shipper surcharges and customer will be charged in the event that those services are used.

SHIPPING AND DAMAGED GOODS POLICY

We ship F.O.B. our dock, which means that title and liability for product passes to the shipping vendor once it leaves our dock. Consignee must inspect goods and proceed as outlined below:

Freight Carrier shipments

Title and ownership of product passes to the consignee as soon as a shipment is given by the manufacturer to the freight carrier. Let's Go Aero cannot make claims for damage or loss in shipment (we can assist you in the claims process provided standard procedures are followed). Claims for damage must be initiated by the consignee within 14 days of shipment under the following procedure: *If there is any damage, or the possibility of concealed damage (i.e., packaging is altered), this MUST be noted on the delivery receipt for claims recourse, and the damage must be reported immediately to the freight carrier.* Failure to do so will result in the loss of potential damage claim award in most instances (there's the possibility that someone else could have damaged the goods after the driver left the premise, and freight carrier policy is to protect against these situations). Disposition of the damaged merchandise is determined by the carrier. Do not destroy packaging material or use the product until the carrier's agent has examined them. Contact LGA immediately at 877-464-2376 for assistance in arranging for the carrier's representative to inspect the damage and processing a claim.

All goods leaving our dock are properly packaged in unblemished condition for arrival intact to customer designation, notwithstanding shipper negligence in handling.

UPS Ground Shipments

Claims must be submitted for review within 14 days from the date of shipment to the customer. Claims exceeding these deadlines will be declined by UPS, and accordingly, by Let's Go Aero. To process a claim, Let's Go Aero must be notified to include a description of the damage and/or lost items to determine the exact

claim to be submitted. All packaging with damaged good(s) must be saved for UPS Ground pick up and inspection as part of claims process. Allow 21 days for claims processing.

All goods leaving our dock are properly packaged in unblemished condition for arrival intact to customer designation, notwithstanding shipper negligence in handling.

RETURNS POLICY (Returns, Refunds, and Restocking Fees)

Returns must be made within 15 days of delivery of the goods to the customer. To initiate, a Return Merchandise Authorization is required on behalf of LGA in order for a return to be accepted. Refunds are available on value of goods only less shipping cost of product to customer (we will furnish a quote on the shipping cost factored into your product purchase price at time of your RMA request), and a 20% restocking fee for goods returned in new unused condition in original packaging with all manuals and accessories. The value of missing items and/or altered items will be deducted from the credit amount of the return. Products that show clear evidence of use will not be accepted for refund. It is the original purchaser's responsibility to ensure that returns are adequately packaged, insured, and tracked. All return shipping costs are the responsibility of the customer and must be prepaid; no CODs will be accepted.

CANCELLATIONS

No cancellations accepted after goods leave our dock. After goods leave our dock, a cancellation will be processed as a return.

SHORTAGES

If your shipment arrives and is missing any parts, no problem. Just contact us within 5 days of the receipt of the order, we will have the replacement items shipped to you. In most instances, we are able to locate the part within the shipment that was simply missed at time of unpackaging.

ASSISTANCE

We are here to help you with matters of shipment, installation, and suggestions on how to maximize the benefits of our technologies. Please contact us via phone at 1-877-464-2376, 719-630-3800, or email to support@letsgoaero.com. Our hours of operation are Mon-Fri, 8:30-5:00 pm MST. We are located at 3380 N El Paso Street, Colorado Springs, CO, 80907.