

Forklift Training Systems operates on a few simple principles:

- 1) We treat our customers as we would like to be treated, our motto is ""Whatever you do, work at it with all your heart, as working for the Lord, not for men. Colossians 3:23
- 2) We promise to communicate and follow-up with you on a timely basis.
- 3) We charge fair prices for great products and we stand behind what we sell.

Shipping

- 1) Our online ordering system is not able to automatically calculate shipping costs because we carry a wide variety of unique products with different sizes and weights. We also drop ship certain products from a number of manufacturers, so getting a total at the moment of checkout is not possible. We manually calculate shipping costs on each order and add them to your total. Shipping is always listed as a separate line item on your invoice/receipt and is emailed to you shortly after you place your order.
- 2) We do not mark-up shipping costs, you are simply charged what UPS or other shippers charge us. If you have a UPS account you can enter it when placing your order online and we will have them bill the shipment directly to you. If you must know your exact shipping costs before ordering, call us at 614-583-5749 or email us at info@forkliftrainingssystem.com We can calculate it for you in advance if we know what items you need and have your shipping address.
- 3) In most cases, we send items via UPS Ground delivery unless requested otherwise. We do have the ability to ship second day or next day if requested, but this will be more expensive. Typically, rush deliveries need to be placed by no later than 2PM EST for shipment the same day.

Sales Tax

We are required to charge sales tax (by county) on products sold within the state of Ohio. We do not have a physical presence outside of Ohio and therefore are not required to charge sales tax in other states. Resellers or government agencies within the state of Ohio can contact us before placing an order so we can set them up as tax exempt, we will require the proper exemption documents be sent to us in advance.

Warranty

Warranties, if any, vary greatly by the product and manufacturer. Ask us if you have a question on warranty periods or conditions. Warranty, in most cases, is limited to a replacement or repair of the product in question. Customer abuse or accidental damage voids all product warranties.

Return Policy

- 1) There are a number of reasons a customer might want to return a product, some are acceptable to us; some are not. Returns policy may vary by the product or manufacturer; ask before placing an order if you have a question on a specific item.
- 2) From time to time, people place orders for the wrong product; this not a big problem with most, but not all, products. You will only be responsible for the shipping costs of the original item (out and back) and the replacement product (out). If the correct item is not the same price as your original we will invoice you for the extra or credit you for any refund.
- 3) The returns process must be initiated by you within 7 days of your receipt of the product. Call us at 614-583-5749 or email us at info@forklifttrainingsystem.com
- 4) If a product comes to you broken or damaged in any way, contact us immediately so we can take the appropriate actions to getting you a replacement.
- 5) Products which have been used, partially consumed or damaged are not eligible for a returns.

Demos and Previews

We do not offer “try it before you buy it” demonstrations or previews. Most of the products on our web site have pictures, videos and good descriptions so that you can determine if they meet your needs in advance of a purchase. If you still question whether a product will meet your needs give us a call. We also suggest you purchase one and try it before buying a larger quantity. If you order a video kit, or other qualifying product, and find it is not right for your needs, you may initiate a return within seven days for a full refund less shipping; we want you to be satisfied. A small number of products from certain manufacturers may incur a restocking fee if returned; we will only charge a restocking fee if the manufacturer charges us for one, but this is a rare occurrence.