



*THE LEADER IN INNOVATIVE
SURFACE FINISHING SOLUTIONS*

DYNABRADE NEW GLOBAL WEBSITE

GENERAL TERMS OF SALES [USA]

Latest amendment: October 1, 2025

1. Scope

These General Terms of Sale govern all purchases made via the Dynabrade USA eShop (“the Website”). By placing an order, you agree to be bound by these terms.

2. Eligibility

The eShop is available to individuals and businesses residing in the United States. Customers outside of supported regions should use the wishlist feature for a personalized offer from Customer Service.

3. Product Information

We strive to ensure that all product descriptions, images, and pricing are accurate and up to date. However, Dynabrade reserves the right to correct any errors and to modify or update product information without prior notice.

4. Ordering Process

- Orders are placed via the Website’s shopping cart.
- An order confirmation will be sent by email once the transaction is completed.
- Orders are subject to acceptance and availability.

5. Pricing and Taxes

- All prices are listed in USD and exclude applicable sales tax and shipping costs.
- Taxes will be calculated based on the shipping address provided at checkout.

6. Minimum Order Value

A minimum order value of \$xx (USD), excluding shipping and taxes, applies to all transactions.



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7. Payment

We accept secure online payments via major credit cards and other payment methods as displayed during checkout. Full payment is required at the time of order placement.

8. Shipping and Delivery

- Orders are shipped to addresses within the United States.
- Shipping times may vary based on destination and product availability.
- Delivery delays do not entitle the customer to compensation or cancellation of the order.

9. Returns and Refunds

- Returns must be requested within 14 days of receipt of goods.
- Products must be returned in unused and resalable condition, in original packaging.
- Return shipping costs are the responsibility of the customer unless the item is defective or incorrect.
- Refunds will be issued once returned items are received and inspected.

10. Warranty

Dynabrade products are covered under standard manufacturer warranties, the terms of which vary by product. Please refer to product-specific documentation or contact Customer Service for warranty claims.

11. Limitation of Liability

Dynabrade is not liable for indirect, incidental, or consequential damages arising from the use or misuse of products sold via the eShop.

12. Force Majeure

Dynabrade shall not be liable for delays or failure in performance due to events beyond its reasonable control, including but not limited to natural disasters, transportation disruptions, labor strikes, or regulatory changes.



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13. Governing Law

These terms are governed by the laws of the State of New York, USA. Any disputes arising from orders placed via the eShop shall be subject to the exclusive jurisdiction of the courts in that state.

14. Contact Information

For questions regarding your order or these terms, please contact:

✉ customerservice@dynabrade.com

☎ 1-800-828-7333

****END OF AGREEMENT****