

Frequently asked Questions

Q- Where do the products ship from?

A- All products ship from our plant in Bluffdale, UT.

Q- Do you ship to Canada?

A- Yes, we do ship to Canada. Please provide us with your preferred customs broker information upon us receiving a PO from you.

Q- Do you have additional images of your products?

A- Yes we do! For additional images of our products in use you can visit the gallery on our website located at the bottom the home page.

Q- What if I am tax exempt?

A- If you are a tax-exempt organization, we have two options for you –

IF YOU NEED TO PLACE AN IMMEDIATE ORDER FOR A TIME-SENSITIVE ITEM

- Place your order online, and at checkout you will be prompted to send your tax exempt certificate to orders@onnitsystems.com
- You will be charged taxes, and upon receipt of your tax-exempt certificate, **taxes will be credited back** to you within 7-10 business days

IF YOU WOULD LIKE TO MAKE A PURCHASE TAX FREE FOR A NON-TIME-SENSITIVE ITEM

- Please call **801-619-7044** and a Customer Service Representative will assist you.
- Our team will process your tax exempt form within 1-2 business days, and proceed with the purchase **without taxes** according to the payment method

Q- What are your high impact acoustical wall and ceiling panels made of?

A- Our acoustical panels are made from 75% recycled water bottles. You can download a full Product Data Sheet and Safety data Sheet from the resource tap on our website.

Q- What is the maximum width and height of panels?

A- Our standard golf simulator panels are 49” x 97”. However, because we have our own in-house customization capabilities, our technology gives the ability to cut patterns and designs that carry over from one panel to the next, top to bottom and side to side. This creates an unlimited width and height design space.

Q- How many wall panels do we need for our project?

A- One of our team members would love to help you determine the quantity needed. Call us at 801-619-7044

Q- Are your acoustical wall panel colors consistent between orders?

- Our team strives for high quality and consistency in our products. However, We cannot always guarantee that the panels will be an exact match, but we can say, if they are not the same, it's VERY close.
- Variation can also occur on panels from the same lot, and have been exposed to the sun; this can be evident on product even 6 months after purchase. In addition ONNiT cannot guarantee that your monitor's display of any color, texture or detail of any actual merchandise will be accurate to product ordered and received.

Q- How do you clean Felt acoustical panels?

A- You can download a copy of our Care Instructions from the resource tab on our website.

Q- What is your return policy?

A- We stand by our products and offer a guarantee against defects. If you need to return a product, please contact us to report your claim.

- *Due to the nature of our products, we charge a **20% RESTOCKING FEE**, plus the cost of freight (both ways) on all returns and exchanges.*
- *In the event that your product arrives damaged during transit and is "refused" delivery, we will replace the product at no charge.*
- *Merchandise must be in original crating and/or packaging to protect the product during shipment. All returned items must be in 100% resalable condition. The return authorization number should be visible on all packages and on the freight bill. **YOU MUST USE OUR SHIPPING COMPANIES FOR RETURNS.***
- *Any non-defective merchandise that is returned collect will be refused, and the customer will be responsible for charges incurred.*

Cancellation Policy:

Due to the quick turnaround time of our production all orders must be cancelled within 4 hours or they are subject to a 20% restocking fee.

Q- Do you have a showroom?

A- Yes, we have a showroom at our Bluffdale location. Please call 801-619-7044 to schedule an appointment to visit our showroom. Because our team is meeting with customers on a regular basis, we discourage drop-in visits and will schedule an appointment for a future date, at that time.

