

TERMS AND CONDITIONS OF SALE

Form: 01990026 Rev. A

- ★ **PRICING POLICY** - All prices quoted or printed are F.O.B. factory and are subject to change without notice. Unless otherwise stated, pricing does not include freight, special packaging, crating, applicable sales, excise or other taxes.
- ★ **BILLING** - Prior credit approval and non-delinquent status are necessary for shipping on an open account. Credit terms for an open account are Net 30 days from date of invoice. All past due accounts are subject to a 1½% per month service charge as well as any fees for collections.
- ★ **CREDIT POLICY** - An open account may be established by filling out a credit application, or by submitting three trade references, a bank reference and names of company officers. Our credit department will then determine open account status. We will ship all orders C.O.D. or prepaid until credit information is approved.
- ★ **FOREIGN PAYMENTS** - All payments shall be made in U.S. dollars and drawn on U.S. banks, or prepayment can be arranged by wire transfer.
- ★ **FREIGHT POLICY** - All shipments will be made via United Parcel Service or common carrier unless specified at time of order. Freight will be prepaid unless customer status is C.O.D. or otherwise requested. Customers specifying special freight carriers must provide freight carrier's name, city, state, and phone number. All special freight requests may be subject to freight collect or 3rd party billing. We do not assume liability for freight charges on special freight carrier requests.
- ★ **SHORTAGES/DAMAGED GOODS** - It is the consignees responsibility to file a freight claim with the carrier within 7 days after receipt of damaged or short shipments. We do not assume responsibility for freight mishandling, but will assist in any way necessary to arrange an equitable freight settlement with the carrier. Freight claims are up to the carrier and beyond our control.
- ★ **NON-STANDARD/CUSTOM ITEM ORDERS** - All non-standard or custom item orders are subject to a processing fee if cancelled. All special order materials that are non-returnable will be charged to the client that cancelled the custom order.
- ★ **RETURN GOODS** - All goods returned for any reason must be accompanied by a Returned Goods Authorization Number which may be obtained from the Customer Service Department. We reserve the right to refuse any return that has not been previously authorized for return. All returned goods are subject to our inspection, a minimum 15% restocking charge and must be returned with freight charges prepaid. Special non-stock items that have been returned are subject to the vendors return policies and all applicable freight.
- ★ **WARRANTY** - See product bulletin for specific warranty information.