

## COMPANY POLICY

Please Sign and Fax to 1-888-433-5174 before placing your first order.

**Office Hours:** Monday thru Friday 7:00 am to 4:30 pm (CST)

**TERMS:** Our terms are NET 45 DAYS on all new and current accounts. C.O.D. if not current. Payments become due 45 days after the invoice date, if the order is complete or not. Shipments will be held if an account contains invoices over 45 days past due. The account will go on permanent C.O.D. when there is a history of past dues. Third party collection fees and legal fees must be paid in full before an account can be reopened.

**FREIGHT:** Freight will be prepaid and added to your invoice. Freight charges are part of your invoice and are due accordingly. Freight charges are not discountable.

**PROOF OF DELIVERY:** We will provide proof of delivery within 30 days of shipment upon request.

**CLAIMS FOR DAMAGE OR SHORTAGE:** Must be made within 48 hours of receiving. Shipping containers must be kept if shipment is damaged or short.

**SHIPMENTS ARRIVING VIA LTL TRUCK (not UPS or Fedex ground):** **The packages must be opened and inspected at time of delivery for any concealed damage.**

**PRICES:** All prices are subject to change without notice. Prices reflect single unit cost, except where noted.

**MINIMUM ORDER:** No Order is too small. Excludes tools.

**RETURNS:** No item will be accepted for return after 30 days from date of purchase. All returns must be labeled with a return authorization number which can be obtained from our customer service department. **Claims for shortage, breakage or any other reason must be made within 48 hours of receipt.** Shipping containers must be kept if shipment is damaged or short. All returns are subject up to a 35% restocking fee. The customer is responsible for all freight charges incurred.

**CANCELLATION CHARGES:** Orders may be canceled without charge providing your request is received prior to shipment except custom orders. If the merchandise has been shipped there will be up to a 25% restocking fee, plus all freight charges incurred. Please get cancellation confirmation to avoid these charges.

**OTHER ORDER INFORMATION:** We reserve the right to split shipments. We sell on first come first serve basis. Where available, substitutions will be shipped if the product ordered is not available or discontinued.

Company Name \_\_\_\_\_

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_