

POLICES & GENERAL INFORMATION

SPECIAL HANDLING FEES

- SERVICE FEE FOR ORDERS UNDER \$15.00 (NET) \$5.00
- SPECIAL HANDLING ON C.O.D. ORDERS \$5.00
- "NON SUFFICIENT FUNDS" CHECKS \$50.00
- "SKID" CHARGE ON ORDERS LESS THAN \$2000 \$25.00
(APPLIES ONLY TO ORDERS THAT MUST BE SHIPPED ON A SKID)
- "RUSH CHARGE" ON ORDERS SHIPPED QUICKER THAN NORMAL. \$15.00
NORMAL LEAD TIME IS SEVEN TO TEN DAYS FROM DATE OF ORDER. LARGER ORDERS, SOME UNSPECIFIED ITEMS AND UNFORSEEN CIRCUMSTANCES BEYOND OUR CONTROL, MAY REQUIRE A LONGER LEAD TIME.
- NO CREDIT WILL BE ALLOWED FOR SPECIAL HANDLING FEES.
- MINIMUM CHARGE ON SPECIAL ORDER MERCHANDISE \$50.00
- SPECIAL ORDER MERCHANDISE MAY NOT BE RETURNED AND REQUIRES A LEAD TIME OF 8 TO 12 WEEKS.

TERMS & DISCOUNTS

- STANDARD DISCOUNT TERMS ARE 1% 10 DAYS, NET 30 DAYS.
- A CHARGE OF 1.5% MONTHLY (18% ANNUALLY) WILL BE ADDED TO ALL PAST DUE INVOICES.
- WE ACCEPT VISA, MASTERCARD, NOVUS AND DISCOVER CREDIT CARDS.
- SPECIAL DISCOUNTS AVAILABLE ON LARGE QUANTITIES OF ANY ITEM AND WILL BE SHIPPED - BULK PACKED.

FREIGHT POLICY

- FREIGHT PREPAID ON ORDERS OF \$2,000.00 OR MORE (NET).
- ALL OTHER ORDERS SHIPPED F.O.B. OUR DOCK, FLORA, INDIANA.
- ALL AIR FREIGHT CHARGES WILL BE AT YOUR EXPENSE.

ORDERING

- ORDERS MAY BE PLACED BY MAIL, FAX OR PHONE. **CAUTION:** ALL PHONE ORDERS ARE CONSIDERED TO BE ACCURATELY FILLED AS TO PART NUMBERS, QUANTITIES, ETC.

DAMAGED GOODS

• IN ORDER TO FILE A FREIGHT DAMAGE CLAIM, YOU MUST FIRST UNDERSTAND WHO OWNS THE MERCHANDISE AND WITH WHOM TO FILE THE CLAIM. THE OWNERSHIP OF ALL MERCHANDISE, FOR THE PURPOSE OF FREIGHT CLAIMS, PASSES FROM THE SHIPPER (US) TO THE CUSTOMER (YOU) THE VERY MOMENT THE CARRIER (UPS, RPS, TRUCK LINE, ETC.) PLACES THE PARCEL INTO THEIR TRUCK FOR SHIPMENT TO YOU, THE CUSTOMER. YOU MUST INSPECT ALL MERCHANDISE AS IT IS BEING OFF LOADED FROM THE DELIVERING CARRIER. INSPECT ALL PARCELS FOR VISUAL SIGNS OF DAMAGE. NOTE **ANY** OUTWARD OR **SUSPECTED** SIGNS OF DAMAGE ON THE BILL OF LADING BEFORE ACCEPTING DELIVERY OF THE DAMAGED PARCEL.

RETURNS

• A RETURN GOODS AUTHORIZATION (**RGA**) NUMBER MUST BE OBTAINED FOR ALL RETURNED GOODS. WHEN REQUESTING AN **RGA** NUMBER, YOU MUST REFERENCE THE ORIGINAL INVOICE NUMBER AND DATE. UNAUTHORIZED RETURNS WILL NOT BE ACCEPTED. **ALL PURCHASES WILL HAVE BEEN CONSIDERED FINAL AFTER 6 MONTHS AND MAY NOT BE RETURNED FOR CREDIT.**

WHEN RETURNING PRODUCT TO US THAT HAS BEEN ACCEPTED FOR RETURN:

- SHIPMENT TO US IS AT YOUR EXPENSE. ALL RETURNS MUST BE SHIPPED FREIGHT PREPAID UNLESS PRIOR APPROVAL IS OBTAINED. CREDIT TO ACCOUNTS FOR FREIGHT CHARGES WILL NOT BE HONORED.
- ALL RETURNS ARE SUBJECT TO A 15% RESTOCKING CHARGE.
- RETURNED GOODS MUST BE IN SALEABLE CONDITION.
- THE RGA NUMBER MUST BE ON THE OUTSIDE OF THE PACKAGE. YOU ALSO MUST HAVE A COPY OF THE ORIGINAL INVOICE INSIDE THE PACKAGE.**
- USE PROPER MATERIALS FOR PACKING THE PRODUCT FOR SHIPMENT BACK TO US TO PREVENT DAMAGE. CREDIT WILL NOT BE ALLOWED FOR PRODUCT THAT HAS BEEN IMPROPERLY PACKED FOR RETURN SHIPMENT.
- INSURE THE SHIPMENT AT FULL PRODUCT VALUE AND SHIP WITH A CARRIER THAT PROVIDES PROOF OF DELIVERY.