

Terms and Conditions:

Minimum Order

Our Initial order minimum is \$250. Orders under the minimum are subject to a \$15 surcharge.

Reorder Minimum

Our reorder minimum is \$100. We will accept an order for less than \$100 with a \$15 service charge.

Backorders

Backorders of \$60 or more will be automatically shipped within 45 days from date of backorder. After 45 days, we will call customers to confirm shipments of backorders. Backorders less than \$60 will automatically be canceled.

Terms

First Order: credit card or COD Reorders: Credit card, COD, or Net 30 We accept pre-paid checks, Visa, MasterCard, American Express, and Discover. Credit cards are not charged until orders are shipped. A credit card number is required at the time of the order placement. Customers may apply for Net 30 terms. We absolutely require our credit form be completed (customer credit sheet may be attached) and signed before we will consider terms. A \$40 charge will be made for returned checks and terms changed to credit card or money order only. Accounts 30 days past due are subject to a 1.5% per month late charge. In addition we reserve the right to not ship additional orders.

Claims

All claims for damages through shipping, shortages, or other irregularities must be reported to the Customer Service Department within 15 days of receiving the order. We ask that you report claims immediately in order to facilitate a solution. Please check packing materials carefully to avoid accidentally discarding merchandise. Please retain packing materials for carrier verification. A 15% restocking fee plus freight will be charged for all unauthorized returns, refusals, or undeliverable orders.

Shipping

All orders are shipped via UPS or FedEx freight services to the United States and Canada and originate from LaPaz, Indiana.

Claims, Damages, and Shortages

Shortages and damages must be reported within 15 days of receipt of goods. Please check order immediately upon receipt. If a problem exists, please call toll free and provide us with invoice number, date of shipment and any other pertinent information, or fax claim sheet included in your order so we can facilitate a solution. Solutions will be

presented as replacements or credits. Questions regarding payment of affected invoices should be directed to the accounts receivable department. Please check packing materials carefully to avoid accidentally discarding small parts or pieces.

Count your boxes carefully and only sign for the number of boxes you receive. Check our packing list and see if you received the right amount of boxes. Occasionally one box out of a shipment will come a day or two later. If there is damage to a box, you must note it on receiving from UPS or FedEx. Failure to do so can nullify your claim. Call your local UPS or FedEx office for a claim number and keep shipping boxes for inspection. All returns must have authorization from claims department or customer service. All returns will have a 15% restocking fee charged and the customer will be responsible for return freight if the error is not ours.