

# Sales Policy

## **NEW ACCOUNTS**

With approved credit and valid tax information, new direct accounts will be opened for order amounts of \$1000 net or more. Billing terms are Net 30 days. Otherwise, with valid tax information, arrangements may be made for Visa, MasterCard, American Express or Advance Pay. Invoices are payable in U.S. funds drawn on a U.S. bank.

## **MINIMUM ORDER**

The minimum order for component parts is \$25.00.

## **METHOD OF SHIPMENT**

Unless specified by the purchaser, all orders will be shipped via the safest and most economical method based on the nature of the merchandise and the size and weight of the package.

## **SHIPMENT ORIGIN**

Terre Haute, Indiana.

## **DELIVERY**

**Title and risk of loss in all Products will transfer to Buyer upon Glas-Col's delivery of such products to the carrier.**

## **ORDER CANCELLATION**

Order cancellation charges will be assessed against cancelled orders for special custom-designed and modified standard products. This charge will be a minimum 25% of the quoted item price dependent upon stage of production.

## **INSPECTION/REPAIR SERVICE**

Glas-Col does not support or authorize any repairs outside of the factory. Products returned for repair not covered under warranty will be assessed a \$75.00 incoming inspection fee to cover handling, and evaluation of required repairs. No repairs will be completed without the approval of the customer and a purchase order or credit card number must be supplied. Return shipping charges will be added to the overall cost of the repair. Resale discounts are not applicable to repair orders. Repairs will not be made to items deemed to be contaminated with potentially hazardous materials. Refer to "Retuned Goods" Policy before returning items for inspection or repair.

## **RETURNED GOODS**

Prior approval and a Returned Materials Authorization number must be obtained from Glas-Col before any products may be returned. This number must be included on shipping labels and documents.

A Health and Safety Assurance Certificate must precede all products for return.

**Products that have been contaminated with hazardous materials will not be accepted.**

## **RESTOCK**

Current models of catalog items returned for credit are subject to Glas-Col's inspection and a restocking charge of 25% of the original purchase price. These items must be returned in "new" condition within 60 days. Items superseded by current models cannot be returned for credit. Slow moving inventory acceptance will be at the discretion of Glas-Col. Special custom-designed items or catalog items modified for special voltage, wattage, dimensions, etc., will not be accepted for credit. When restock is necessary due to a Glas-Col error in fulfilling an order, full credit will be given immediately upon receipt and inspection of the merchandise in question.

**All prices are subject to change without notice.**