



Terms and Conditions

Order Policy

All orders are required to be submitted in writing. CELLTREAT does not accept verbal orders including orders placed over the phone. Purchase Orders can be sent by email to service@celltreat.com.

Payment Terms

Payment is due in full thirty days after ship date unless notified otherwise. Payments made by credit card are due upon shipment and Net 30 terms do not apply.

If payment is not received by the due date or if the payment method is declined, the customer account may be placed on hold until all past due invoices are paid in full.

Shipping Policies

Shipments will be billed to the customer shipping account, or shipped pre-pay and add by CELLTREAT. The customer must provide a valid shipping account for international shipments.

If an item is lost or damaged during shipment, CELLTREAT will not be held responsible and a claim is to be filed with the shipping carrier.

If an incorrect shipping address is provided on the Purchase Order, the customer will be invoiced for the address correction charges billed by UPS or FedEx.

Any shortages in a shipment must be reported within 7 days of receipt of the order.

Return Policy

Products may be returned for a refund or replacement. A return request must be placed within 30 days of the invoice date. If an item does not meet the needs of the customer, a written explanation stating the reason for return, including the purchase order number, part number and quantity is needed before the item may be considered for a return. The customer is responsible for the return shipping charge. There is a \$25.00 per case restocking fee that is deducted from the credit memo that is issued. If CELLTREAT determines that the product is not in resalable condition, the refund amount will be reduced appropriately. Refunds are granted in the form of a credit memo which expires ninety days after issue. Credit memos are issued after the cases have been returned. Exchanges are granted on a case-by-case basis.

Credit Memos

Credit memos will be issued for products that are returned to CELLTREAT. Short-payments are not allowed and credits cannot be applied to payments until the credit memo has been sent. Credit memos become void 90 days after the issue date and can no longer be applied after this period has elapsed. Customers are required to notify CELLTREAT which invoices to apply the credit to.

Cancellation or Revision of Order(s)

Ground shipment orders may be revised or canceled up until the order has been shipped. Freight orders have a 24 hour window to be revised or cancelled after being placed. After the 24 hour window has passed, charges for cancellation or revision will apply. Once the order has been shipped, the customer is responsible for payment of the invoice in full or return of any products.

20 Mill Street, Unit 130, Pepperell, MA 01463

Ph: 978.650.1320 | Fax: 978.650.1316

Email: service@celltreat.com

www.celltreat.com





Pallet Charge \$16.00 per pallet

Wire Transfer Fee \$35.00

Wire Transfer Fee is charged unless the payment amount is over \$500. This fee only applies to invoices that are paid via wire transfer.

Restocking Fee \$25.00 per case

If cases are not in resalable condition, additional charges may apply. Does not apply to cases with quality issues or mis-shipped cases.

Rush Shipment Fee \$15.00

Rush Orders sent in after 1:00PM Eastern for same day shipping are subject to the charge.

Freight Late Pick-Up Fee \$25.00 per pallet per day

This is charged when the customer is responsible for making arrangements for pick-up of a freight order and the shipment has been ready for more than 5 business days.

Pallet Amendment Fee \$25.00 per case

Fee for adding or removing cases or cancelling the order after 24 hours of receiving the order.

Overpack fee \$10.00 per case

This fee is to pay for overpacking each case and to cover the cost of buying special cases for overpacking.

LCL charge \$20.00 per case

This is charged when a shipment is expedited in less than container loads from our manufacturing facility overseas.

Air Freight charge \$60.00 per case

This is charged for cases expedited by air freight from our manufacturing facility overseas.

These terms and conditions are subject to change at any time.

