



## POLICIES AND PROCEDURES

- Placing an order:**
- a) Minimum order is \$200.
  - b) Quotations are valid for up to 30 days. If quotes are 31 days or older, please call to ensure that prices have not changed.
  - c) Orders require 7-10 business days to process. Shipping may be longer during peak season.
- Order Payment:**
- a) We accept hard-copy Purchase Orders from schools and municipalities in the U.S.
  - b) To qualify for Net 30 terms, please complete and send in the Credit Application.
  - c) We accept all major credit cards, including: Visa, MasterCard, American Express and Discover.
- Shipping:**
- a) Unless you select your own shipper, we will choose the best shipper based on your order, destination and delivery time.
  - b) At the time you place the order, we will provide our best estimate for delivery times.
- Return Policy:**
- a) Defective products will be exchanged promptly.
  - b) Product damaged in transit: we will exchange products that were damaged in transit providing that we are made aware of the damage at the time of delivery. Important: Customer must note on bill of lading, in the presence of the driver, that product was received in a damaged condition. If possible, please take digital photos to provide visual proof of damage. Without a notation of damage we are unable to file a claim against the shipping carrier and may be unable to provide replacement.
  - c) We accept returns of unused and undamaged non-defective product within 10 business days. There is a minimum 15% restocking fee and the customer is responsible for all round-trip freight charges. After product has been inspected and the return has been approved, we will issue a refund in the same form that we received payment (i.e. if you paid by credit card, we will issue a credit card refund, etc.). We cannot accept returns of used product. Customer must carefully repack materials in a manner suitable for return shipment without damage. Customer is responsible for any damage incurred during return shipment.
  - d) We are not able to accept returns on custom orders.
- Cancellation Policy:** We reserve the right to charge a cancellation fee of the greater of \$200 or 1% of the invoice price for any canceled order prior to shipment. Orders canceled after shipment are subject to our Return Policy.
- Warranty:** We provide a 2 or 3-year warranty on all products. See Warranty section for complete warranty information.
- Pick-ups:** It is possible to pickup product directly from our Bronx, NY warehouse. All pickups must be arranged at least one week in advance of pickup date. Please note: customers that pickup in their own vehicle (vs. common carrier) are required to pay New York State sales tax.



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