

TERMS & CONDITIONS

- Minimum Order:** \$65.00
- New Accounts:** Initial order payment terms: C.O.D., Visa, MasterCard, American Express or Discover.
- Open Terms:** Net 30 terms with approved credit. Approximately 7-10days for approval.
- Terms:** Net 30days, 1.5% interest is added monthly to all delinquent accounts. Net 30 day approved accounts paying at a later date, via credit card, will incur a \$20.00 processing fee.
- Stock Orders:** Ship via specified shipping method within 24hours.
- Backorders:** Non-stock items and custom products will ship via lead time provided at the time of order placement, unless notified of otherwise. No cancellations or returns on backorders.
- Claims & Returns:** ALL MERCHANDISE MUST BE INSPECTED IMMEDIATELY UPON RECEIPT! If goods are damaged, refuse delivery and contact Innotec for claim processing and re-order. If freight is COLLECT, you must process the claim with your designated freight carrier. Report concealed loss or damage to the carrier immediately with inspection by the carrier. Failure to immediately report concealed damage will result in invalid claims. Innotec will assist in claim filing but cannot assume liability for loss or damage of materials.
- All shortage claims must be reported to Innotec within 24 hours of receipt. Claims made after that time will limit Innotec's responsibility to correct fulfillment via ground transportation. Innotec can ship the same day the claim is made so long as there is inventory and it is before 2pm central time.
- All returns must have a valid RGA # or will be refused. Innotec will pay the return freight for defective or wrong merchandise shipped. All other returns will be accepted: freight prepaid and will be subject to a re-stocking fee up to 30%. Any returns via INNOTECS UPS#, must be returned only ground freight, no priority shipments will be accepted. They will be refused by Innotec and charges will be billed accordingly to the customer. Non-stock and custom slit or die – cut items are not returnable.
- Returned Check:** \$35.00 will be charged for each check returned for insufficient funds. Future orders will be accepted certified C.O.D. or credit card only.
- Service Charge:** Service charges will be applied to the following: U.S. Postal and International deliveries, UPS collect per box and orders under the \$65.00 minimum are subject to a \$5.00-\$10.00 service charge.
- Pricing:** The prices herein supersede all previous price lists. Prices are subject to change without notice. When possible, INNOTECS will provide 30days notice of price changes.
- The product descriptions and applications in this catalog are for reference only. Although each described application has had verified positive results, your intended use may present variables that cannot be anticipated. To ensure that a product is suitable for your needs, Innotec recommends that you do your own testing prior to widespread use. Always remember samples are free!