



## Terms and Conditions

### **Terms**

Our terms are 1% 10, Net 30 from the date of our invoice for all credit-approved customers. Any accounts placed for collection will be responsible for all collection costs, legal costs, and court costs that are incurred by Safetec.

### **Returns**

Should an error occur due to Safetec's misinterpretation or shipping of a customer order, the merchandise is returnable for full replacement providing the error is reported promptly. All merchandise must be sent with a return authorization number given by Safetec's Customer Service Department.

If the return is not due to an error made by Safetec, the merchandise will be accepted for return with a 15% restocking fee, providing the products are not over-the-counter (OTC) drug products and merchandise is returned within 90 days of ship date. Merchandise that has been in the customer's possession for over 90 days is not acceptable for return. All returned merchandise must be in Safetec's standard packaging and in sellable condition. Custom imprinted products are non-returnable except for defective quality or workmanship. Per 21 CFR § 211.204 Safetec does not permit returned over-the counter (OTC) drug products.

### **Minimum Orders**

There is a minimum order requirement of \$150.00. All orders under this amount are subject to a \$15.00 minimum order charge.

### **Shipping and Tracking Orders**

We ship over 90% of our customers' stock orders within 24 hours. Items temporarily back ordered are shipped immediately upon completion.

We ship F.O.B. origin via UPS or FedEx unless requested otherwise. Over-sized heavy items are shipped via truck with freight charges added to your invoice. We make every effort to properly package all orders. The carrier is responsible for goods damaged or lost in transit.

### **Shipment Policy (Outbound Freight)**

All packages/shipments should be inspected at time of delivery. Damaged truck shipments should not be refused in full. All shipments need to be accepted by the customer with the damage or shortage clearly marked on the delivery receipt so that Safetec has documentation for claim purposes. Any damage or shortage of product must be reported to our Customer Service department within two business days of receipt of shipment. In addition, pictures should be taken to help with processing of claims. The receiver must hold on to the damaged product for 10 business days for carrier inspection or pick up.



Claims for damage or shortages on shipments that ship common carrier “collect” will be handled by the customer. For all collect shipments, customers must supply a valid shipping account number. If account number is invalid, shipping charges will be invoiced.

There is no free freight for drop shipping. Free freight is only eligible on orders being shipped from Safetec’s dock to your (established customer’s) dock, with no exceptions.

LTL shipments that are prepay and add are based on dock to dock/business to business. Any additional charges such as, lift gate, inside delivery, or residential delivery fees will be invoiced as follows:

- Residential Fee: \$125.00
- Lift Gate Fee: \$95.00
- Inside Delivery Fee: \$150.00
- Dock Appointment: \$15.00
- Limited Access: \$100.00