

# TERMS & CONDITIONS

**PRICING:** All prices are F.O.B. Bemidji, MN. All prices shown are list prices and are subject to current discount rates. Prices are subject to change without notice.

**TERMS:** Cash, accepted credit card, or net 30 with approved credit. Balances over 30 days are subject to a finance charge of 1-½% per month. NSF checks will be charged a \$ 30.00 service fee. No material will be manufactured or shipped to overdue accounts with balances over 15 days from oldest transaction due date. Orders will be processed only on a pre-pay or C.O.D basis until credit is approved. The processing of all orders are subject to the approval of the credit manager. All product will remain the property of American Garage Door Supply until paid in full. Payments with credit cards will be subject to a 3% processing fee.

**ORDERING:** Written orders are preferred when possible to ensure accuracy of order. Please provide the following information when ordering; opening size, headroom, sideroom, backroom, and type of jamb material (wood, steel or concrete). Customer will assume total responsibility for all errors unless order is in writing. All special or custom orders require a 50% Deposit.

**CHANGE ORDERS, CANCELLATION OF:** All change orders are to be in writing. Non-stock, special door sizes or quantities are not returnable or cancelable.

**RETURNED MERCHANDISE:** No materials will be accepted without a return authorization (RMA) from the factory. Freight on returned material must be prepaid by customer. A 25% restocking fee will be applied on returned non-warranty product if accepted after inspection at our dock.

**WARRANTY POLICY:**

- Call factory with the following information.
- Describe reason for return or symptoms.
- Provide serial numbers, part numbers, invoice number and other pertinent information.
- Obtain Return Authorization (RMA) from factory. Returns will not be accepted without a RMA.
- Replacement Product is shipped and invoiced to responsible ordering party.
- Customer returns product pre-paid to factory for evaluation
- Upon warranty evaluation and approval, an appropriate credit will be issued to the customer.

**FREIGHT DAMAGE:** Please check all freight for obvious and concealed damages. Purchaser must make all claims for delay, damage, or loss in transit to the transportation company. In the case of damaged freight, it is to be accepted as such and noted on the freight bill. Customer is responsible for the cost of replacement products delivered under any customer freight claim situation.

**LABOR/OTHER CHARGES:** Under no circumstances will American Garage Door Supply assume responsibility for labor or other charges unless agreed upon in writing in advance.

**SALES TAX RESPONSIBILITY:** Customer is responsible for payment of all applicable state and local taxes, or for providing a valid sales tax exemption certificate. When placing an order, customer shall indicate which products are tax exempt and provide proper documentation as required.

