



# TERMS & CONDITIONS

## OPEN ACCOUNT AUTHORIZATION

New accounts will not be accepted or eligible for shipment until a credit approval and authorization process is completed.

New accounts are only accepted in our office in New Jersey.

Requests to open a new account should be sent to Supco's Sales team and will require completion of appropriate forms.

Open account status is at Supco's sole discretion.

## ORDER AND PAYMENT

Orders are accepted only at our corporate office in New Jersey.

Possession of a Distributor Price List does not entitle the bearer to wholesale net prices or the purchase of SUPCO product lines.

Shipments will be invoiced at prices in effect at the time of order acceptance and are subject to change.

Minimum order: Continental US	\$200
Export	\$500

Orders less than the minimum will incur a \$25 handling fee.

Prices are in US Dollars and are not intended for international purposes.

Standard Payment terms are 'Net 30 days'.

## SHIPPING & HANDLING

All DOMESTIC shipment freight terms are 'FOB-Factory' unless otherwise specified.

All EXPORT shipment freight terms are 'Ex-works' unless otherwise specified.

### Prepaid Freight Policy:

Supco's standard freight policy is to ship orders with a minimum value of \$3,500 USD on a prepaid basis for shipments in the contiguous 48 states. No shipping or handling charges will be applied to these orders for ground freight (LTL or parcel). The method of shipping and carrier are at the discretion of Supco. If a customer requires the use of a specific mode or carrier, it is assumed they have waived the Supco Prepaid Freight Policy and the customer will bear the full cost of the freight.

If expedited freight is needed, Supco will prepay the charges and invoice the customer for the cost of the freight. Alternatively, the customer may specify the mode and carrier and the shipment will be shipped 'Freight Collect', to be billed directly to the customer for payment.

All backorders will be shipped in a similar manner as the original order, unless it is cost prohibitive and an alternate mode should be used.

### Alaska/Hawaii Export Orders:

Supco will pay ground freight, on a prepaid basis for orders with a minimum value of \$3,500 USD. Freight cost is based on shipment from Supco's shipping location to a US port located in the contiguous 48 states.

Hazardous materials may be subject to freight limitations, extended order lead times and additional costs for processing, permitting, certification and similar extra administrative costs. When required, Supco will obtain specific freight quotes for an order. Such freight quotes have limited valid time frames that are very short, often 10 days. Customers must expedite decisions and communications when presented with freight quotes. Failure to do so, may result in inventory being allocated to other shippable orders or cancellation of the order.

In all circumstances, accessorial and other miscellaneous charges are the responsibility of the customer and will be invoiced to the customer. This excludes fuel surcharges, but includes all other ancillary charges such as appointment related fees, special equipment requirements (e.g. tailgate lifts), inside delivery charges, etc.

## SHORTAGES/DAMAGED SHIPMENTS

All claims for shortages or errors must be made within 10 days of receipt of shipment.

All damage claims must be accompanied by pictures of the damage.

## WARRANTY (excluding Sea Breeze® Equipment)

Supco warrants that it will repair or furnish without charge a similar product to replace any product which, within

the specified warranty term after the date of sale by the Wholesaler, is proved to the satisfaction of Supco to have been defective at the time it was sold. Said warranty is in effect only when said item is used in accordance with the instructions and recommendations of Supco.

This warranty applies only to products which, after shipment from the factory, have not been altered, changed, repaired or mistreated in any manner whatsoever.

The warranty to repair or replace is the only warranty either expressed, implied or statutory and is the only warranty being issued herein. Supco's liability in connection with its products is expressly limited to the repair or replacement of defective parts. All other damages and warranties, statutory or otherwise, are expressly excluded.

No representative of Supco has authority to change this warranty in any manner whatsoever. No attempt to repair or promise to repair or improve any part covered by this warranty by any representative of this company shall be effective unless signed by a properly authorized officer of Supco.

#### **SEA BREEZE® EQUIPMENT**

Standard terms, conditions and warranties do not include Seabreeze equipment. Refer to separate manufacturer's policy.

#### **RETURN GOODS POLICY & PROCEDURE - CUSTOMER CARE**

Refer to our website at [supco.com](http://supco.com), click on "warranty" link, or contact our customer care department. See contact information on last page.

#### **STOCK BALANCING ADJUSTMENTS (SBA) FOR CREDIT**

SBA returns must comply with the Supco Return Goods Policy & Procedure.

SBA returns are subject to a restocking charge of 25%.

Items returned must be listed on the most recent price sheet (no discontinued items) and must be in new, saleable condition. If items are not in saleable condition, they may be subject to additional restocking charges for Supco to rework the item, or no credit will be given.

#### **UNIT OF MEASURE**

The unit of measure included on the price list is the pricing unit of measure (see Minimum/Multiple section below).

#### **MINIMUM/MULTIPLE ORDER QUANTITY (MIN/MULTI)**

Items listed with a Min/Multi quantity (indicated by an \*) MUST be ordered in these multiples. Items without an \* are suggested quantities that match an existing packaging level quantity such as an inner pack or case quantity.

#### **DISCLAIMER**

Supco is not responsible for typographical errors and reserves the right to correct any such errors at the time of purchase.

Supco reserves the right to make price adjustments at time of order without prior notification to customers.

Supco reserves the right to adjust its freight policy at its discretion.

#### **ORDERING INFORMATION**

Submit orders to:

[orders@supco.com](mailto:orders@supco.com)

Supco  
PO Box 21  
Allenwood, NJ 08720 USA

Phone: 800-333-9125

Fax: 800-458-2818

