



# **TERMS & CONDITIONS**

## **CREDIT POLICY**

### **TERMS**

Terms of payment are Net 30 Days from date of invoice; subject to credit approval by Uniko Mfg. Ltd. VISA, MasterCard or a company cheque are accepted. Orders on past due accounts will not be processed until the account is current. Past due invoices are subject to 2% monthly interest charge. Initial orders from first-time and C.O.D. customers must be pre-paid before release. All orders are subject to acceptance by Uniko Mfg. Ltd.

Deposits of 1/3 of the total of invoice value are required on all custom orders under \$2,000.00. Custom orders over this amount require a 50% deposit and are subject to review by the management. Orders must be accompanied by a deposit cheque or Credit Card for such amount as specified at the time of order. Balance of order will be due at the time of shipment and must be received prior to the shipping of goods. With terms, account balance is due Net 30 Days to the limit of credit amount granted. All C.O.D. orders under \$300.00 must be prepaid in full.

Minimum invoice value required for shipping an order is \$35.00. All orders are shipped F.O.B. from our New Rochelle, New York or Toronto, Canada facility with all shipping charges added to invoice amount. Unless otherwise specified, we will choose the freight carrier. Shipping dates are best estimate and are based upon the prompt receipt of all necessary information.

### **CLAIMS**

All shipments should be inspected upon receipt for damages and shortages. In the event of freight damage, notify the carrier on receipt immediately and mark on Bill of Lading "damaged upon receipt". When receiving a shipment, note the number of packages and/or pallets shipped, on Bill of Lading, in relation to the number of packages and/or pallets received. Uniko Mfg. Ltd. is not responsible for the cost of replacement materials or freight expenses for goods damaged in transit.

### **RETURNS**

If there is a problem with your order, please contact our Customer Service department immediately. No returns of any kind will be accepted after a period of 60 days from shipping date of order. A Returned Merchandise Authorization (R.M.A.) number must be obtained prior to return of goods and must accompany all authorized returns. A restocking charge equal to 15% of all materials and services invoiced, together with all freight charges, will apply to all returns at the discretion of Uniko Mfg. Ltd. No Returns will be allowed on any custom orders.

### **CUSTOMER SERVICE**

Our knowledgeable sales staff is always ready to provide you with prompt, friendly service. We are happy to accept your orders by telephone, but we encourage you to follow up with a signed faxed confirmation. This ensures efficient handling of orders and eliminates costly errors. No custom work of any kind (including cutting to size), can be undertaken without receipt of your written purchase order and a 1/3 deposit. sent after normal business hours (8:30am 5:00pm E.S.T.) it is advisable to confirm receipt of your order via telephone the following day.