



TERMS & CONDITIONS

CREDIT POLICY

Phone: 1-888-272-0276
914-633-3282
Fax: 914-633-0328

TERMS

Terms of payment are NET 30 DAYS from date of invoice; subject to credit approval by Uniko Mfg. Ltd. Visa, Mastercard and cheque 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 customers must be pre-paid before release. All orders are subject to acceptance by Uniko Mfg. Ltd.

Deposits of 1/3 of the total invoice value are required on all custom orders. Orders must be accompanied by a deposit cheque 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 shipment of goods. With terms/account balance is due net 30 days.

Minimum invoice value required for shipping is \$35.00. All orders are shipped F.O.B. from our New Rochelle, New York 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 immediately, and mark the bill of lading "damaged upon receipt". When receiving a shipment, note the number of cartons and/or pallets shipped, on the bill of lading, in relation to the number of cartons/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 number (R.M.A. #) 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 are always ready to provide you with prompt, friendly service. We are happy to accept your orders by phone, but we encourage you to follow up with a 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 1/3 deposit.

FAX

Our fax line - 914-633-0328 - operates 24 hours a day, seven days a week. Fax new orders or confirmations at any time. For faxes sent after normal business hours (8:30 am to 5:00 pm E.S.T.) it is advisable to confirm our receipt of your order, via telephone, the next day.