

Coloronix Standard Conditions of Sale

TERMS: First two orders from new customers must be paid in advance with credit card (Visa or Master Card), wire transfer or check. Net terms may be available after initial purchases based on credit approval. Any open account that becomes past due by 60 days shall be termed **cash in advance** for future purchases. Past due accounts subject to interest and late fees. Customers pursuing credit terms on invoices of \$1,000 or less are subject to a one-time administration fee of \$50, invoices over \$1,000 will have this fee waived. A 50% deposit is required on all custom products.

Please note: ALL credit card orders are subject to a processing fee.

MINIMUM ORDER: In order to be more efficient and be able to offer better service to our customers, we have implemented a minimum order policy of \$250.00 net. Should you need to place an order under \$250.00, a handling charge of \$30.00 will apply. Order for replacement parts or samples will be exempt from minimum order fee.

FREIGHT: Most stock merchandise is shipped within 1-6 weeks. Every effort will be made to ship complete orders. If you would like us to ship complete please specify. All merchandise will be shipped F.O.B. Los Angeles, CA by UPS or common carrier at our discretion unless otherwise noted. There is a freight allowance for orders over \$5,000 unless otherwise waived.

CLAIMS: Goods are inspected and securely packed prior to shipment. The carrier assumes all responsibility for safe delivery. Customer must fully inspect merchandise upon receipt for any shortage, loss or damage; claims resulting from the aforementioned must be reported to Coloronix within 7 days of receipt. Whether there is obvious or concealed damage, you must save the carton and all interior packaging for inspection by the carrier.

RETURNS: Return goods require an RGA (Return Goods Authorization) number. Contact Customer Service at Coloronix to request an RGA. Product must be returned in good condition within thirty (30) days of receiving the product for credit to be issued. A restocking fee will apply; actual fee will be determined by condition of returned goods. All returns are subject to inspection of merchandise. The specific nature of the problem must be identified for any item returned as defective. Returns allowed on cataloged items only; customer damaged, custom products, discontinued items, or modified products are non-cancelable and non-returnable. A 50% deposit is required on all custom products and is non-refundable.