



## Dundee Manufacturing Company Terms

### **Terms and Conditions:**

*The following terms and conditions apply to all approved customers. Dundee Manufacturing Company will qualify or disqualify a customer based on certain due diligence. We reserve the right to change the Terms and Conditions at our sole discretion. If there is a change in the performance of the account, Dundee Manufacturing Company reserves the right to change the payment terms at its sole discretion at any time.*

### **Credit Terms:**

All approved credit terms will be Net 30 days. Discounts can be offered on an account-by-account basis. Please contact your local Sales Representative or visit our website at [www.dundeemfg.com](http://www.dundeemfg.com) to download the Credit Application and email it to [csr@dundeemfg.com](mailto:csr@dundeemfg.com) or fax it to (734) 529-3583.

### **Past Due:**

Any account that exceeds (60) days will be subject to a late fee of 1.5% per month finance charge. Dundee Manufacturing Company reserves the right to modify terms in the event of a default or original payment terms are not met.

### **Pricing:**

Orders over \$10,000 NET can qualify for discounted pricing. Please contact customer service at [csr@dundeemfg.com](mailto:csr@dundeemfg.com) to receive a special quote. *\*All Prices are subject to change without notice.*

### **Minimum Order Policy:**

No order for merchandise will be rendered for less than a minimum charge of \$100 Net, excluding transportation charges.

### **Prepaid Freight Policy:**

Dundee Manufacturing Company will pay full freight to a single destination within Zone 1 (*Michigan, Ohio, Indiana, Illinois, West Virginia, Pennsylvania, Kentucky, and south of Green Bay, Wisconsin*), on orders exceeding \$1250.00 NET. Dundee Manufacturing Company will pay full freight to a single destination with Zone 2 which includes all states East of the Mississippi River (excluding Zone 1), on orders exceeding \$1500.00 NET. Dundee Manufacturing Company will allow a 5% discount for customer pick-up on orders totaling at least \$1250.00 NET. *\*Contact Customer Service to determine the FFA in your area.*

### **International Shipping:**

Dundee Manufacturing Company does provide international shipping; however, all shipments will be FOB Dundee, Michigan. Customer is responsible for all freight and customs charges that may occur. All international orders will be subject to extended lead-time due to customs and transit time. Customer will need to provide any and all necessary custom forms for shipment to be delivered into the country.

### **Lead-Times and Order Changes:**

All orders that are submitted after 11:00am will be processed on the following business day. Dundee Manufacturing Company strives to ship stock orders within 24-48 hours. Non-stock items and large stock orders will require additional lead-time, to be determined at time of order.

We reserve the right to increase orders to meet our standard carton quantity. We make every effort to abide by your instructions, however any changes made to a Purchase Order that has been confirmed could require additional lead-time and/or fees.

**Weight Variance:**

The weights are approximate due to the range of thickness on the steel. All Dundee Manufacturing Company weights are considered final.

**Shipping Discrepancies and Defective Material:**

Any damage to a shipment of product must be reported when receiving the shipment. Within 15 days from the time the shipment was received, the customer is required to give written notice to Dundee Manufacturing Company of any claim that the shipment is unacceptable. If the goods are defective, pictures are required with the written notice. Any material which proves to be defective will be replaced at no charge. Dundee Manufacturing Company is limited to actual replacement of product involved and accepts no responsibility for labor or kindred claims.

Dundee Manufacturing Company will not be responsible for any shipping errors after 15 business days from shipment receipt. ***Orders that ship Collect will be the sole responsibility of the customer. The customer must file any damage or shortage claim with the carrier.*** Dundee Manufacturing is not responsible for any damage or shortage due to third party carrier.

**Return Policy:**

Returned material will not be accepted without written permission and a Return Goods Authorization (RGA) number assigned by customer service. All claims must be sent to customer service at [csr@dundeemfg.com](mailto:csr@dundeemfg.com). Returned material will not be accepted beyond 6 months. Products that are returned without an RGA number, damaged or in any other condition that it was shipped will be refused. Returned material **MUST** be shipped in the original, undamaged packaging. The RGA is valid for 30 days after issue date. Any material authorized for return will be subject to a 15% restocking fee. The customer will be responsible for all freight charges that may occur during the process of returning material. Dundee Manufacturing reserves the right to alter the Return Policy at any time.

**Liability of Use:**

Dundee Manufacturing Company is not liable for any damages or injury that may occur due to improper installation or use of the product. This includes, but is not limited to, the attempt to utilize the material under conditions that exceed the designed capabilities or intended use.