

POLICIES AND PROCEDURES

"THE DISCOUNT SUPPLIER" • WE DELIVER ANYWHERE

OPEN ACCOUNTS

We invite your business and will extend credit based upon an approved credit application. A complete credit application must be submitted. Upon approval, we will notify you of your open account. If your company doesn't have an open account, all orders can be prepaid or charged to Visa, Mastercard, Discover or American Express. Only certain items can be sent COD.

ACCOUNT TERMS

All items are Net 30 Days from date of invoice. Any invoices unpaid within terms is past due and assessed a 1.5% monthly service charge (18% annually). Orders from customers with past due balances may be placed on credit hold, pending assurance of payment.

MINIMUM ORDERS

The minimum order amount is \$50.00. Orders for less than \$50.00 will not be accepted for shipment.

VERBAL ORDERS

All verbal orders received by telephone are accepted only on the basis of the buyer assuming full responsibility for their correctness. All verbal orders are read back constituting an acknowledgment and confirmation of the order; no written confirmation will be forwarded.

FAX ORDERS

In order to give you the accuracy of written orders and also the speed of a phone call, we have a FAX machine for the purpose of aiding our customers. The FAX number is (734) 595-9955.

RETURN MATERIAL

No returns or cancellations for custom made merchandise will be accepted. (Note: All screens are custom made.) Material that can be returned is limited to stock items.

Merchandise shall not be returned without authorization. All returns must be sent freight prepaid back to our warehouse. All returnable items are subject to a minimum re-stocking charge of 15% of the original purchase price. Freight both ways is the responsibility of the customer. Goods must be PREPAID, UNUSED and COMPLETE for credit issuance.

CLAIMS AND DAMAGES

All claims and shortages must be reported to us within 5 days after receipt of merchandise.

Merchandise should be inspected before the delivery receipt is signed. Open any cartons that appear to be damaged before signing the delivery receipt. All obvious damage must be noted on the delivery receipt next to your signature. If the damaged goods are concealed and discovered after the delivery, immediately notify our office.

GLASS DAMAGES

Customer should inspect all glass on arrival before the delivery receipt is signed. If there is damage to the glass, note it on the delivery receipt next to your signature.

BECAUSE OF THE VERY NATURE OF GLASS, NO CLAIMS FOR CRACKED OR BROKEN GLASS WILL BE ACCEPTED AT ANY TIME ONCE THE CUSTOMER HAS SIGNED THE DELIVERY RECEIPT FREE AND CLEAR.

ALL PRICES SUBJECT TO CHANGE WITHOUT NOTICE. ALL PRICES IN THIS CATALOG SUPERCEDE ANY PREVIOUS PRICES. PRICES EFFECTIVE MARCH, 2009.

ALL PRICES STATED ARE U.S. FUNDS.

