

# terms & conditions

## **Quotes**

All quotes guaranteed for 60 days.

## **Ordering Information**

Quotes and Terms & Conditions must be signed when placing an order. Payment is due with the order unless other arrangements have been made. We accept company or certified checks. Sales tax will be added in Illinois. Tax Exempt orders must include a tax exempt number. All orders are shipped complete. All orders are shipped in case quantity ONLY.

## **Shipping**

FOB Northbrook, IL. All merchandise is inspected and packed in good condition before leaving 3branch. We ship most orders by common carrier on pallets. Small orders may ship via Fed Ex or UPS Ground. 3branch reserves the right to determine the best and most cost effective mode of transportation for each order.

### **Shipping Damages**

#### ***UPS or FedEx shipments***

The customer is responsible for inspecting goods upon delivery for damage or shortage. Call 3branch within 48 hours to notify us of the damage. Do not throw away shipping boxes.

#### ***Truck / motor freight shipments***

3branch will not accept liability for damages caused during transit by a common carrier (truck). Our responsibility ends when the freight carrier picks up your merchandise from our locations. The customer must file a claim with the Common Carrier to be reimbursed for any damaged goods. **INSPECT YOUR SHIPMENT FOR DAMAGES BEFORE SIGNING THE DELIVERY RECEIPT (Bill of Lading).**

Customer must note any damage on the bill of lading as well as your own copy when accepting a shipment or the carrier will not assume responsibility for the damage and refuse to reimburse you for the damage. **WE SUGGEST THAT THE CUSTOMER REFUSE ANY DAMAGED SHIPMENTS.** Concealed damage must be reported within 48 hours of receipt to the common carrier. All cartons and packaging materials must be available for inspection and claims consideration - no exceptions.

## **Returns**

Returns are not accepted without prior authorization. The customer is responsible for return freight costs. Returns will be credited when received goods have been inspected. Returns must be in new condition and must be shipped in their original cartons with packing materials. Please call 847.291.3900 for authorization.

## **Cancellation**

A full refund will be given if the order is cancelled within 48 hours of ordering. No cancellations after 48 hours. A restocking fee of 30% will be assessed if the order is cancelled less than 48 hours prior to scheduled ship date.

## **Warranty**

Our products carry a 30 day warranty from product defect. Warranty is void if damage is caused by misuse, misapplication, or if the product is modified. We reserve the right to repair, refund or replace an item.

## **Liability**

Under no circumstances, shall 3branch or its affiliates, employees, directors, officers, vendors or suppliers be liable for any direct or indirect losses, damages or injuries arising out of or in connection with the use or misuse of our products.