

MINIMUM ORDER - ONE (1) EACH

CREDIT TERMS 1% 10 Net 30

LATE FEE 1-1/2% per month will be applied to past due invoices

FREIGHT

Our FOB point is Lititz, PA, Elkhart, IN, Grand Prairie TX, Houston, TX, Mira Loma, CA or Birmingham AL. The ship location of your merchandise is at our company's discretion. All freight charges are prepaid and will be added to your invoice. The consignee pays C.O.D. freight charges. If your total invoice exceeds \$2,000 NET (applies to Hardware Only), then the full surface freight (UPS or truck) within continental U.S.A. is deductible provided the invoice is paid within terms.

Air freight and other special shipments are not deductible. All freight allowance methods are at the discretion of Tell Manufacturing. This policy applies to hardware sales only.

RETURN GOODS

Customer must advise Tell Manufacturing of merchandise to be returned at which time a RGA number will be issued. Goods returned without a RGA number will not be accepted. All returned merchandise must be in saleable condition, free of all markings, and in original cartons. Returns are subject to a restocking fee.

- All custom orders are 100% non-refundable.
- Customers have 24 hours from the time of order placement to cancel without penalty.
- After 24 hours, any cancellations or modifications will incur the full cost of the order.
- For orders involving stock items that can be reused, a 25% restocking fee will apply, along with additional charges for time and materials, depending on how far the order has progressed through our production process.

PRICES

All prices are subject to change without notice.

HARDWARE LIMITED LIFETIME WARRANTY

Tell Manufacturing warrants that its products are free from defects in workmanship and material under normal use and service. This warranty does not cover defects or damage which occur from improper maintenance, improper storage, improper installation, shipping and handling, ordinary wear and tear, misuse, abuse, accident, unauthorized service, work done by others, and consequential damages. Tell Manufacturing's only liability, in tort or contract, whether under this warranty or otherwise, is limited to providing repair or replacement of any product or component part believed to be defective as covered by this warranty.

Claims should be sent to Tell Manufacturing, 18 Richard Drive, Lititz, PA 17543, and should include claimant's name and address, identification of the product, invoice number and date, and a brief description of the defect. Upon receipt of such notice, a Tell Manufacturing representative will contact claimant as to where to ship such product or component part, shipping charges prepaid, for examination and, in the event such examination reveals a defect covered by this warranty, the product will be repaired or replaced. This warranty is in lieu of all other express warranties. To the extent permitted by law, all implied warranties are limited to the duration of the product category's warranty.