



## Durable Corporation Terms and Conditions

### Terms

Terms are 1% 10, net 30 days, subject to credit approval. A ½% finance charge may be applied to accounts past 30 days.

### Pricing

All prices are FOB shipping point. Prices are subject to change without notice. When price changes are necessary, we will make every effort to provide advance information, allowing reasonable time for customers to make their price adjustments.

### Shipping Charges

All orders are FOB shipping point. Unless specifically requested otherwise, all shipments sent by motor freight will be sent prepaid and added to invoice when shipping from Norwalk, Ohio and other locations. When necessary shipment may be sent prepaid with transportation charges sent directly to customer, and a service charge may apply. Orders will be shipped via United Parcel Service (UPS) or Federal Express whenever possible. When UPS limits are exceeded, we will always ship the least expensive, most direct way, unless otherwise specified by customer. All weights shown in this catalog are approximate and may vary from one production run to another. Durable reserves the right to ship product via its desired carriers. If other carriers are specified, special handling charges may apply.

### Product Stability

Every effort has been made to accurately describe our products and to define their general usage. Determination of the suitability of any product and any application contemplated by the Buyer is the sole responsibility of the Buyer or User. In the event of improper product selection by the Buyer, Durable Corporation makes no warranty or guarantee of results to be obtained since use and application by the buyer are beyond our control. If in doubt as to the suitability of a particular product application, please contact our Sales Department. We will not be liable for damages in excess of the purchase price of the product.

### Product Specifications

Specifications for all products are subject to change without prior written notice, when such changes are made to achieve improved product appearance, design or performance.

### Color Specifications

Product colors are reproduced in our catalog as accurately as possible. Colors represent average production runs and may vary in shade from time to time, depending upon dye lot and compound variations. Call for product swatch samples to verify color.

### Returned Goods

Every effort will be made to accommodate requests for returned merchandise. Please contact our Customer Service Department for assistance in making arrangements for returns. When return authorization is granted, merchandise must be returned to us freight Prepaid and side marked with the

assigned return authorization number. Merchandise must be packaged properly. A restocking charge of up to 30% will be enforced on ALL standard stock items returned. Special size, special run, special color, or custom made materials are not returnable. Authorizations to return merchandise are valid for sixty (60) days.

### **Damaged Goods/Shortages**

To protect your interests, it is imperative to inspect and count articles before accepting shipment. Damages or shortage should be documented on the delivery receipt. If damage or shortage occurs, contact our Customer Service Department for assistance in filing a claim. Filing claims with the freight carriers is the responsibility of the consignee. Claims for lost or damaged goods cannot be honored after six (6) months from the date of shipment.

### **Verbal Quotations**

All verbal quotations must be documented with our quotations number. No verbal quotation will be valid without such documentation.

### **Ordering Instructions**

Each product description in this catalog includes ordering instructions which specify the information required for ordering that particular item. These instructions will vary according to the different product characteristics. It is essential to provide all the information specified in Ordering Instructions to assure shipment of the desired item without delays that might result from incomplete information. For items where Width and Length are to be specified, it is important to note that Width is the measurement from left to right as you approach the mat; and Length is the distance over which you travel (front to back).