

Terms & Conditions

- Same Day Shipping:** Our policy is to ship all in-stock orders the same day, if received before 3:00 p.m. Eastern Time Zone.
- Payment Options:** Services for Plastics, Inc. (SFP) offers four convenient payment options:
1. Open Account
 2. Credit Cards - MasterCard, VISA and American Express
 3. Prepay by Check or Money Order
 4. Wire Transfer
- Opening an Account:** You can apply for an account by completing our credit application and faxing it to 1-800-482-4059.
- Terms of Sale:** All purchase orders placed with Seller are subject to credit approval and acceptance by Seller. Seller reserves the right, in its sole discretion, to deny open account terms to Buyer. Under open account terms, all accounts are due within 30 days from the date of invoice. A finance charge of 1.5% per month (18% per annum) plus attorney fees and all costs associated with collection will be added to all past due accounts. Seller may defer shipments, alter payment terms, require satisfactory security, or terminate any contract resulting from this invoice, if Buyer fails to pay this or any invoice when due or otherwise fails to pay this or any invoice in accordance with its terms or if, at any time, Buyer's financial responsibility becomes unsatisfactory to Seller.
- Minimum Orders:** A \$25.00 minimum order of merchandise.
- Prices:** Prices are subject to change without notice; however, we do our best to maintain pricing throughout the catalog year. All prices listed are in U.S. dollars and do not include shipping and handling charges, except where noted.
- Shipping Charges:** All shipments are freight prepaid and added to your invoice; unless otherwise noted. An additional special delivery charge may be added when SFP is required to take an order to the local UPS or LTL terminal, airport, or other local destination, per customer request.
- F.O.B.:** Fort Wayne, Indiana; unless otherwise noted.
- Quantity Discounts:** Quantity discounts are available on selected products as noted.
- Warranty:** All SFP products are warranted for 90 days from date of purchase to be free of defective material and workmanship under normal and intended use. SFP does not warrant products that have been subject to misuse, improper installation, modification, or alteration. Some products carry a longer warranty provided by our suppliers which we will pass along to our customers.
- Late Shipments:** In the unlikely event that you do not receive an order within the time expected, call SFP at 1-800-627-1033 and we will trace the shipment immediately.
- Return Policy:** Your satisfaction is guaranteed. If you are not completely satisfied with your purchase, simply return it within 30 days of delivery to receive a full refund on all stock items.
- All returns require a Returned Material Authorization (RMA) number, which may be obtained by calling our sales department. Credit will only be issued when goods are undamaged, in unused condition and in original packaging. Sorry, returns are not permitted on custom orders unless the goods are found to be defective as to workmanship or material. Returns are subject to a restocking charge. All returns must be sent freight prepaid, unless other arrangements have been made with SFP.
- Return Procedure:** For a quick and easy return, follow these three steps:
1. Call 1-800-627-1033 between 8 a.m. and 5 p.m. Monday through Friday to receive a Returned Material Authorization (RMA) number. *Return authorization must be obtained before SFP will accept any returned merchandise.*
 2. Write the RMA number on the packing slip or invoice copy and include it with your return.
 3. Write the RMA number on the outside of the box or envelope to be returned.



Terms & Conditions...continued

- Damaged Shipments:** If an item arrives damaged due to shipment, follow these three easy steps:
1. Sign the delivery receipt "package received damaged". Inspect the contents of the parcel and keep all damaged containers for inspection until the carrier notifies you to dispose of them.
 2. Contact your carrier and you will be advised regarding the proper procedures to follow.
 3. Call SFP at 1-800-627-1033 so that we may reship the merchandise if necessary.
- NOTE: SFP is not responsible for damaged shipments.*
- Defective Products:** Defective products may be returned at any time within the product's warranty period. In case of a defective product, SFP will repair or replace the product and return it to you at no charge. Products shipped in error by SFP may be returned if SFP is notified within 30 days of invoice date. Products shipped due to customer error must be returned within 10 days of receipt of goods. SFP will not accept the return of any product that has been used, cut, drilled or otherwise altered in any shape or form by the customer.
- Credit Card Returns:** All returned items purchased with a credit card will be credited to the customer's account; not back to the credit card. If the credit must be applied back to customer's credit card, a processing fee and any restocking fees will be deducted from credited amount.
- Incomplete Shipments:** If your order arrives incomplete, please check the contents of the package against the packing slip for any backordered items. If you find discrepancies, please contact SFP customer service within 10 days at 1-800-627-1033, so we may resolve the problem.
- Cancellation Policy:** Once a purchase order has been placed, it may not be cancelled or modified without prior approval from SFP. Cancellations for other than stock items or lengths are subject to a cancellation fee as determined by SFP based on material usage, scheduling changes, parts in process, and any other handling charges or expenses that are incurred by SFP in relation to the order.
- Incoming Freight Policy:** All incoming parts for rebuilding, repair, etc. must be shipped to SFP "Freight Prepaid" in a strong reusable container. Any shipments that are accepted "Freight Collect" are subject to a \$35.00 Processing Fee, plus the cost of the freight bill (Terms: Net 10 Days).
- Blanket Orders:** It is the intent of SFP to give our customers the best service and pricing available. Therefore, we offer the following additional Terms and Conditions for Blanket Orders:
- Blanket Orders are for the purpose of the customer obtaining the best quantity price break for the total quantity ordered at one time and shipped at specified intervals.
 - Blanket Orders can be placed on standard stock items only.
 - Blanket Orders will be set for a maximum term of six (6) months.
 - Release dates must be established at the time of the initial order.
 - A customer purchase order is required, which includes the total quantity of the Blanket Order, release quantities, release dates, and price.
 - SFP will ship and invoice the predetermined quantity on the scheduled release dates. At the end of the six month period, any open balance will be shipped and invoiced.

