

TERMS

Net 15 days from the date of invoice will be extended to all Public and Indian Housing Authorities, Military Installations, Colleges, Universities and all other open accounts. All new accounts will be set up once the payment application has been approved. A payment application is available on our website (www.pdqsupply.com) or call 1-800-843-0903 to speak with the Customer Service Department. Once the application is filled out completely, just fax it to 1-800-344-1848. All applications are processed and upon approval, your order will be shipped. If invoices are not paid within the allotted terms, subsequent orders will be subject to an on-hold status and will be released when overdue invoices are paid.

PRICING

From time to time, we experience unavoidable price increases due to material and manufacturing costs and/or changes in the market. In the event that we must impose a price change, we will make every effort to notify you of the price adjustment at the time of your order placement, before the completion of your order. We reserve the right to correct typographical and/or pricing errors without notice. All quoted prices via email, phone or fax are valid for 30 days from the original quote date.

MINIMUM CHARGE

Any order less than \$50.00 is subject to a minimum shipping & handling fee of \$8.00. Add-ons to orders placed earlier in the day will be handled at no extra charge provided that the original order has not already been packaged for shipment.

FREIGHT

All goods are shipped FOB destination prepaid. PDQ Supply's standard policy is to pay normal ground transportation for freight charges on all shipments totaling \$50.00 or greater to a single destination within the continental U.S., excluding Alaska, Hawaii, Puerto Rico or other export destinations, by carrier and route of our choice. Any extra charges incurred for additional services, such as a customer requesting a specific carrier or special handling by a carrier (next day or second-day air shipments), will be paid by consignee.

PRODUCT WARRANTIES

All PDQ Supply products are warranted, at the time of sale, against defects in workmanship, materials and/or operation subject to ordinary conditions, as it pertains to particular installations. However, we do not warrant against defects due to improper installation, failure to exercise normal maintenance, or against the consequences or uses for which our products were not designed. PDQ Supply's only obligation under this warranty is to repair, replace or issue credit, at our option, any of its products determined by PDQ Supply to have been defective within six months of PDQ Supply's shipment of the same product to PDQ Supply customers. This determination can only be made after the products have been returned to PDQ Supply for inspection, with shipping charges prepaid. Products repaired or replaced under this warranty are warranted only through the remainder of the original warranty.

DAMAGES & CLAIMS

All damages, claims, and shortages must be reported to PDQ Supply, Inc. within five days of receipt of merchandise. Call PDQ Supply, Inc. at 1-800-843-0903, ask for Customer Service Department.

RETURNS

Please contact the PDQ Supply, Inc. Customer Service Department prior to returning any item to receive an RMA (Returned Material Authorization) number. Merchandise may not be returned without an RMA number from PDQ Supply, Inc. A 15% restocking fee will be charged for all returns except for PDQ Supply errors and defective parts situations. In the event of a defective parts claim, provided the warranty period has not expired, credit will be issued only after PDQ Supply receives credit from the supplier/manufacturer. If the supplier or manufacturer deems the product not to be defective or denies PDQ Supply credit for the merchandise, PDQ Supply will not issue credit. In the event that the supplier/manufacturer requires warranty paperwork to be completed, the paperwork must accompany the returned merchandise. See Product Warranties for further explanation. Freight charges may apply to the returned item(s). A copy of the original invoice must accompany any returned item(s) to facilitate replacement or credit processing. Special Order items, Drop-Ship items, and electrical items are not returnable. No returns will be authorized after 90 days of the original invoice date.

Business hours are – Monday-Friday, 7am-5pm CST
1855 Wallace Avenue • St. Charles, IL 60174-3403
Phone: 800-843-0903 • Fax: 800-344-1848
www.pdqsupply.com

