

TERMS & CONDITIONS

Terms:

Payment must be received within thirty (30) days. A one (1) percent discount from the net charge may be taken if payment is received within ten (10) days of signed receipt of shipment.

Freight:

All orders are FOB Bloomer, Wisconsin. Please contact our office for specific rates.

Returns:

All returns of stock items must be pre-approved by AJ Manufacturing, Inc. A Material Return Authorization (MRA) number will be issued for the return of any stock item that is in re-saleable condition. A twenty-five (25) percent restocking fee will apply. Return freight is the customer's responsibility.

Defective Product:

All defective items must have a Material Return Authorization (MRA) number from AJ Manufacturing, Inc. Upon return, credit will be issued for the defective product.

Freight Claims:

Reporting freight damage is the responsibility of the company receiving the shipment. AJ Manufacturing will file a freight claim for all AJ arranged shipments if the following steps are taken.

Visible Damage: Any visible damage must be noted on the freight bill and signed by the driver and consignee.

Concealed Damage: The following steps should take place;

- 1) Contact AJ Manufacturing, Inc. within 15 days of delivery to report concealed damage.
- 2) Keep carton and packing.
- 3) Do not remove from premises until inspection is made.
- 4) Retain copy of inspection report.

Custom Orders:

All custom orders must be confirmed in writing before the order can be processed. There are no returns on custom ordered product.

Purchase Order Shipping Policy:

All orders received in a given business day will be entered for production/shipping on a first in/first out basis. Our customer service personnel will make every attempt to have orders ship together to save you freight charges. However, if we are unable to ship a new order with an existing open order, it will be entered for a different ship date and assessed its own freight charges. If you would prefer us to hold an order and have it ship with a more recent order at a later date, please let us know.

All purchase orders are either fax or emailed confirmed within 24 hours.

Please contact AJ Manufacturing, Inc. Sales & Service at 1-800-328-9448 with any questions concerning these Terms and Conditions.