

TERMS & CONDITIONS

- PRICING:** All prices are F.O.B. Bemidji, MN. Prices are subject to change without notice.
- TERMS:** Cash, accepted credit card, or net 30 with approved credit. Balances over 30 days are subject to a finance charge of 1-½% per month. NSF checks will be charged a \$ 30.00 service fee. No material will be manufactured or shipped to overdue accounts with balances over 15 days from the oldest transaction due date. Orders will be processed only on a pre-pay basis until credit is approved. The processing of all orders is subject to the approval of the credit manager. All products will remain the property of American Garage Door Supply until paid in full. All payments with credit cards will be subject to a 3% processing fee.
- ORDERING:** Written orders are preferred, when possible, to ensure accuracy of order. Please provide all details and specifications when ordering. Customer will assume total responsibility for all errors unless the order is in writing. All special or custom orders require a minimum of a 50% Deposit.
- CHANGE ORDERS, CANCELLATION OF:** All change orders are to be in writing. Non-stock, special door sizes or quantities are not returnable or cancelable. Deposits for custom products are forfeited upon cancellation.
- RETURNED MERCHANDISE:** No materials will be accepted without a return authorization (RMA) from the factory. Custom product is non-returnable. Freight on returned material must be prepaid by customer. A 25% restocking fee will be applied on returned, non-warranty product if accepted after inspection at our dock.
- WARRANTY POLICY:** Call factory with the following information.
- Describe reason for return or symptoms.
 - Provide serial numbers, part numbers, invoice number and other pertinent information.
 - Obtain Return Authorization (RMA) from factory. Returns will not be accepted without an RMA.
 - Replacement Product is shipped and invoiced to responsible ordering party.
 - Customer returns product pre-paid to factory for evaluation.
 - Upon warranty evaluation and approval, an appropriate credit will be issued to the customer.
 - Scratches are not considered a defect.
- SHIPPING DAMAGE:** **It is your responsibility to check all freight for obvious or concealed damages at delivery.** Buyer must immediately make all claims for delay, damage, or loss in transit to American Garage Door Supply Inc. In the case of damaged freight, it is to be accepted as such and the damage is to be noted on the freight bill or bill of lading. Customer must immediately report damages to American Garage Door Supply and provide all appropriate documentation including copies of accepted freight bills with noted damage, images, notes, etc. These will be necessary to support a valid claim. Customer is responsible for the cost of replacement products delivered under any customer freight claim situation.
- SHIPPING ESTIMATES:** Shipping costs are prepaid and added to the invoice. Shipping estimates from qualified carriers are provided as a service to provide the best quality delivery to your destination at the best value. We coordinate these services through our experienced shipping department. Other options to acquire your order are available upon request.
- All shipping estimates are based on a single attempt commercial delivery at a loading dock or otherwise appropriate unloading area unless otherwise specified.
 - Estimates are based on a 15-minute or less driver wait times at time of delivery. Buyer is responsible for extra shipping charges including: demurrage, re-delivery, liftgate requirements or other fee's incurred above the shipping estimate from deliveries outside of normal conditions and those listed above. These are charged by the carrier and beyond our control.
- LABOR/OTHER CHARGES:** Under no circumstances will American Garage Door Supply assume responsibility for labor or other charges unless agreed upon in writing in advance. A storage fee of \$ 250.00 per month will be added to door, operator and large hardware orders not shipped or picked-up after 2 weeks of scheduled ship date.
- SALES TAX RESPONSIBILITY:** Customer is responsible for payment of all applicable state and local taxes, or for providing a valid sales tax exemption certificate. When placing an order, customer shall indicate which products are tax exempt and provide proper documentation as required.

