

WILLIAMS & HUSSEY MACHINE CO., INC. (W&H)
Terms and Conditions
January 1, 2018

TERMS OF PAYMENT

Payment is due at the time of order via credit card, check or cash, no COD's. Net 30 terms are available upon request and will be determined based on product volume and various entities requesting open terms. Net 30 terms are considered after information is supplied from vendors/bank. Call W&H for credit application.

MOLDER SHIPMENTS

Shipping Method #1 (preferred) – Molder packages shipped via freight truck.

- Molder packages shipped palletized are strapped, shrink wrapped and labeled with how many boxes are on the pallet.

Shipping Method #2 (limited access for freight trucks) – Molder packaged shipped via UPS ground.

- Molder package is shipped in individual boxes that have been reinforced with foam and/or additional packing material.

UPS & MAIL SHIPMENTS

Packages that are shipped or mailed from Williams & Hussey are packaged with material to keep parts in good condition while in transit. See Receiving & Inspecting Received Goods.

RECEIVING & INSPECTING RECEIVED GOODS (MOLDER PACKAGES & INDIVIDUAL PACKAGES)

Non Freight Shipments: Packages received should be opened and inspected within 48 hours of delivery. It is the responsibility of the "Receiver" to inspect the product (s) for any damage and to verify the correct items were received. Verify custom knife profile and orientation.

Freight Shipments:

1. The "Receiver" is responsible for inspecting the pallet when it arrives. **BEFORE** signing for the delivery check the following:
 - Is there any visual damage?
 - Are any of the boxes damaged enough the goods inside would be effected?
 - Are all the boxes on the pallet? Reference label on top of shrink wrap.
 - Signing for the delivery confirms items are in good condition. The freight company is no longer liable for damages they may have caused. W&H is not responsible for freight company damage.
2. Once the "Receiver" signs for the pallet, ALL boxes should be opened to make sure goods are in good condition.
3. Any internal damaged items will need to be reported to W&H within 48 hours of delivery date.

RETURNED GOODS POLICY

Custom Knives are not refundable unless error was the fault of W&H. All other products are returnable with 30 days of invoice date. ONLY unused products are eligible for return and must be in the original packaging.

1. Call, fax or e-mail your request for returning goods. State reason for return or replacement.
2. Goods cannot be returned without a (RMA) Return Goods Authorization number.
3. The RMA # must be written on the outside of the shipping box when returning.
4. A copy of a W&H invoice or pick list should be enclosed in the box.
5. A restocking fee of 10% will be assessed for molder package returns.
6. Customer could be responsible for shipping cost. This will be determined when RMA # is issued.

DETERMINATION OF CREDIT

1. Returned good (s) will be inspected within 48 hours.
1. Credit will be issued if products (s) are returned in original condition (unless original product (s) was damaged).
2. Credit will be issued via the original payment method. Less a 10% restocking fee on molder package returns.

WARRANTY

Williams & Hussey's products are warranted against defects in materials and workmanship. Products determined by W&H to be defective will be replaced, repaired or credited at W&H's option. Warranty is VOID if product is altered, abused or misused. Not all products have the same warranty, refer to your operators manual for warranty information on molders and molder accessories. W&H will not accept any returned product without a pre-authorized RMA#.

PRIVACY POLICY

W&H does not sell or share any personal or company information. Credit card information used is encrypted at time of order. W&H follows PCI Compliance mandates for credit card processing.