

WELCOME TO TOTAL SOURCE MANUFACTURING

Following you will find the Terms and Conditions of Sale. Here you will find helpful information about our company policies. Please keep this for your records.

To place an order: Email purchase orders to order@tsmfg.com.

E-mail: order@tsmfg.com
Phone: 888-460-4440 / 760-598-5599
Fax: 888-956-5550 / 760-598-2145

TERMS AND CONDITIONS OF SALE

Minimum order: A minimum order of \$100 (USD) is required. All orders under \$100 will be subject to a \$10 processing fee. The minimum order requirement also applies to drop shipments.

Delivery: Total Source will ship most orders same day.

Shipping charges: All shipments are F.O.B. Total Source Manufacturing, Vista, CA. Orders are shipped via freight, carrier to be determined by Total Source, unless otherwise specified. Freight is prepaid and added to your invoice. Shipments made by a carrier not specified by Total Source, are shipped freight collect. Shipments are not insured unless requested at the time of the order. Insurance is the responsibility of the buyer, and will be added to the cost of freight.

Payment terms: Credit Card, Prepaid, or Terms on approved credit. Total Source reserves the right to charge any credit card on file in the event a past due balance remains unpaid for 45 days or more.

1% 10 net 15 Instructions: If your account qualifies for discount terms, please follow these guidelines for proper discount. Discount terms are rewarded only if the payment is received on or before the tenth day. The tenth day is determined from the invoice date that appears on each invoice. No exceptions.

Credit hold: No orders will be entered or shipments made to past due accounts.

Damage claims: The buyer holds title to the goods and is responsible for the settlement of all damage claims one Total Source has delivered the package to the carrier. Total Source will assist you in establishing damage or missing package claims with the carrier if we are notified within 5 working days of receipt of goods. All shortages must be indicated and marked on the signed delivery receipt of goods. This paperwork will then be sent to Total Source to enable us to file a claim with the delivering carrier.

Short ship claims: Claims for short shipments or price discrepancies will only be considered if submitted in writing within 15 days of the invoice date. All shortages must be indicated and marked on the signed delivery receipt of goods. This paperwork will then be sent to Total Source to enable us to file a claim with the delivering carrier.

Returns: Items may be returned up to 30 days after the delivery date. To return products please contact customer service for a return goods authorization (RGA) number. Items will be returned at the current market price to be determined by Total Source. Returned items are also subject to a 25% re-stocking fee. The customer is responsible for shipping fees in sending the merchandise back to Total Source. Non-refundable items include those that are sterile and/or clean items that have been opened, custom or special order items, items on allocation and items not purchased from Total Source.

Cancellations: Cancelled orders are subject to a 25% cancellation fee to cover labor and administrative costs.

Custom, special, standing, and blanket orders: Custom and special order item may require pre-payment and are final. Blanket and standing orders are available.

Distributors outside the U.S.: If your are a distributor outside the continental United States including Alaska, Hawaii, Puerto Rico, or international, please call for a special agreements package.

Price and terms subject to change without notice