

UCO INTERNATIONAL

GENERAL TERMS AND CONDITIONS OF SALE

PLACING AN ORDER

UCO International's office hours are from 8:30am to 5:00pm (Central Time) Monday through Friday. Customers are welcome to leave a message on our answering machine. Orders may also be placed 24 hours a day via our fax at (847)541-4144, or by e-mail at uco@ucointernational.com.

SHIPPING

We strive to minimize the shipping costs for our customers. Unless otherwise specified, all shipments will be made by UPS insured ground service. We will prepay the shipping costs and then add them to your invoice. Most orders are shipped out the same day they are received. *Third party and freight collect billing will be assessed a \$5.00 handling charge.*

TERMS

Normal terms are NET 30 days from invoice date. Open terms require approval via credit application processing which normally takes fewer than 5 working days. Accounts which are not on open terms may make purchases C.O.D. (cash, check or money order) which are subject to a C.O.D. charge assessed by the carrier. We also accept VISA, MasterCard and American Express.

PAST DUE ACCOUNTS

UCO International reserves the right to hold shipments on past due accounts unless appropriate arrangements have been made with our Credit Department.

SERVICE CHARGE FOR SMALL ORDERS

To offset our cost of handling smaller orders, merchandise orders below \$75.00 will be subject to a \$5.00 service charge.

BACK ORDERS

Although every effort is made to maintain adequate stock at all times, we may sometimes exhaust our supply of certain items. If you would like a back order canceled, please notify us immediately.

CUSTOMER SATISFACTION

UCO International is committed to providing our customers with high quality products, reliable service, and excellent value. If you should receive an item that is defective or not as you ordered, you may return it to us. Prior authorization is required on ALL returns. Returns must be made within 30 days unless there is a manufacturer's defect. Normal wear and tear does not qualify as a defect. Please call for a Return Merchandise Authorization Number (RMA #). Only packages with an RMA # will be accepted by our Receiving Department. **RMA #s are valid for 14 working days from date of issuance.** After receipt, inspection, and processing of the returned goods, a credit or replacement will be sent out promptly. Items that have been fabricated to the customer's specifications may not be returned. Note: ITEMS RETURNED FOR REASONS OTHER THAN PRODUCT DEFECT OR AN IMPROPERLY FILLED ORDER ARE SUBJECT TO A MINIMUM 15% RESTOCKING CHARGE.

DAMAGED GOODS

Please inspect all goods immediately upon receipt for damage or errors in shipping. If damage is apparent, you must report this to the carrier at once. The carrier requires the recipient to notify them of damage. Contact Customer Service within 3 working days to report damage or shipping errors. Be sure to save all packaging to support your claim with the carrier.

REFUSED/CANCELED ORDERS

All unclaimed or refused shipments will be subject to a 25% restocking charge as well as any freight and COD charges. Payment must be received in full prior to any future shipments.

THERE WILL BE A \$50.00 SERVICE CHARGE ON ALL RETURNED CHECKS

Prices subject to change without notice and are FOB Wheeling, IL payable in US Dollars.

AuthorizedSignature _____ Printed Name _____

Title _____ Date _____