

## TERMS AND CONDITIONS

**PRICING:** Prices are subject to change without notice. All quotations, unless otherwise specified, are binding for immediate acceptance only.

**HOW TO ORDER:** By letterhead, purchase order, 24-hr fax, email or EDI.

**MINIMUM ORDER:** \$100 to one location.

**SHIPPING:** Orders less than established prepaid will be shipped freight prepaid and added to invoice unless customer provides carrier information including account number on the Purchase Order.

**CASE QUANTITIES:** All items will be adjusted to the next even case quantity unless otherwise specified on the Purchase Order. Broken case quantities are available; however, they will be subject to a 20% surcharge for the broken case portion.

**TERMS OF SALE:** Terms and payment due dates are specified on each invoice. Payment must reach Crayford by the due date (discounts and eligible date for prompt payment, if applicable, are identified on each invoice). Payment may be made by cheque, wire transfer, VISA or MASTERCARD. No payment deductions will be allowed without referencing a Crayford Technologies Credit Memo number. Credit Memos will expire 180 days after date of issue. Note that Credit Memos will only be issued in the form of product and will have no monetary value.

**SHIPMENT DISCREPANCIES:** Claims for shortages or errors in shipments must be reported to Crayford Customer Service within 48 hours of receipt of order. A signed copy of the carrier's bill of lading and/or delivery receipt indicating the discrepancy was noted must be supplied. Crayford assumes no responsibility for unsigned claims or claims made after 15 days from date of receipt of order.

**SHIPMENT DAMAGES:** Claims for damages must be reported to Crayford Customer Service within 48 hours of receipt of order. A signed copy of the carrier's bill of lading and/or delivery receipt indicating the damage must be supplied. Crayford assumes no responsibility for unsigned claims or claims made after 15 days from date of receipt of order.

**RETURNS:** Any merchandise authorized for return must be in original packaging and arrive in re-saleable condition. Credit will only be issued when is back in Crayford inventory, not before. All returns are subject to a 25% Restocking Charge. Only merchandise verifiable by a Crayford invoice number will be considered for return.

**CUSTOM ITEMS:** Custom-ordered product is non-returnable, and any custom work in progress will be billed in full if cancelled.

**WARRANTY:** It is Crayford Technologies Policy to produce a quality product. In the event a product is defective, we will warrant it 100% against defects in material and workmanship. Crayford Technologies products are generally incorporated into other systems & assemblies; therefore we do not warrant any cost beyond Crayford Technologies products.