

# TERMS & CONDITIONS

## CREDIT

- Net 30 with established credit. Unpaid invoices will be subject to a 1.5% monthly finance charge. We proudly accept Visa and Mastercard.

Unpaid account balances could restrict order shipment pending payment arrangements.

## SHIPPING

- Unless noted on purchase order, orders will ship pre-pay and add. Stutsman's main parcel carriers include UPS and Spee-Dee Delivery. However, other carriers can be used upon request. Freight orders will be shipped with the most economical and time effective carriers.

A collect handling charge is applied due to the rising cost of shipping material; such as boxes, tape and packing. We have implemented a collect handling charge of \$10.00 per order on all small package collect shipments effective 9.23.22. This charge will be removed if shipping prepay and add.

## CLAIMS

- All damage claims must be noted on carrier receiving paperwork. Shortages and/or errors must be noted at time of delivery and reported within 7 days of delivery. Please contact wholesale hose & valve customer service at 319-679-7283 with concerns regarding your order. You can also email [sales@stutsmans.com](mailto:sales@stutsmans.com).
  - Special order items may be subject to prepayment.
  - An RMA must be issued for all returns.
  - Stocked items are returnable within 30 days and may be subject to a 15% restocking fee.
  - All prices subject to change without notice.

## RETURNS

- RMA is not a guarantee of credit.
  - Return items with RMA packing list and RMA number written on all packages.
  - May be subject to a 15% restocking fee.
  - Customer is responsible for return freight back to Eldon C. Stutsman, Inc. -Hills, IA
  - Credit will be issued upon inspection of returned goods.
  - RMA expires 30 days from issue date. If product is not returned in the 30 day window, RMA will be voided.

## ORDERING

- To place an order, reference quote number on PO and email purchase order to [sales@stutsmans.com](mailto:sales@stutsmans.com).
  - All stock items ship within 2 business days from time of confirmation or from time of payment on credit card orders. \*\*This excludes special order, out of stock and backordered items as lead time may apply.