



## TERMS AND CONDITIONS

FOR ORDER ENTRY FAX: 800-327-5492 OR PHONE 800-325-1051

**Terms:** Net 30 days from invoice date. (Subject to credit approval)

**Freight Terms:** (Applicable to single destination shipments within the continental United States, exclusive of Alaska & Hawaii). All prices are F.O.B. shipping warehouse (St. Louis, MO – Chino, CA – Wrens, GA) as indicated in price book/order acknowledgement. (Except on qualifying orders indicated below)

- A combined order from any Continental Commercial Products catalog (Continental Manufacturing, Glit and/or Wilen) totaling \$2,000.00 qualifies for prepaid freight.
- An order of a single brand qualifies for prepaid freight as follows: Continental Manufacturing - \$2,000.00, Glit - \$500.00, and Wilen \$1,500.00. Purchase order must be for a single brand only to qualify for prepaid freight listed above.
- An order for only two or more combined brands qualifies for prepaid freight at \$2,000.00

Where freight is prepaid, Continental Commercial Products reserves the right to designate the carrier. Palletizing is available at \$7.50 per pallet. Sort and Segregate available upon delivery at an additional charge of \$0.85 per cwt. and/or truck line minimum.

**Minimum Order:** \$300.00 (net). Orders of at least \$150.00 will be accepted with a \$25.00 small order charge.

**Drop Shipment Policy:** Minimum order of \$300.00 (net). Freight prepaid as indicated above.

**Will Call:** Minimum order \$300.00. Please place orders 2 working days (minimum 48 hrs) before requested pick up date. Orders or partial orders not picked-up within 72 hours of the scheduled pick-up time will be cancelled and a 10% restocking fee will be charged. Items that will be picked up from a specific warehouse must be designated on the order. All other items will be shipped based on the freight criteria listed above

**Add-ons:** To expedite your order, it is loaded directly onto the freight carrier without a staging process. This inhibits adding on to an existing order. Continental Master Distributors offer instant availability for most merchandise requirements. (No add-ons accepted)

**Special Shipping Request:** Costs are to be borne by the customer. Any deviation from normal shipping methods requires prior written approval by Continental Commercial Products. (i.e. second day air freight, customer specified carrier, etc.) Continental Commercial Products \$2,000.00 prepaid policy assumes Continental Commercial Products choice of carrier, method, etc.

**Broken Carton Policy:** Only full case orders will be accepted. Full cases are identified under the "Order Multiple Qty." column in this price list. Our system will automatically change any broken carton quantity to the nearest full carton quantity without notification. (Drop ship orders will be held pending customer advice.) Less than case quantities can be obtained from an authorized Continental Commercial Products Master Distributor.

**Custom Imprinting:** Custom Imprint details on pages 8-10. Freight terms on Custom Imprint orders (if under \$2,000 net) are FOB factory. Custom Imprint orders may not be combined with stock merchandise for freight prepaid.

**Custom Molded Products:** Freight terms on Custom Products (if under \$2,000 net) are FOB factory. Custom Product orders may not be combined with stock merchandise for freight prepaid.

**Replacement Parts:** Listed on page 6 and 7.

**Returns:** For returns due to Continental Commercial Products error, please call Customer Service at 800-325-1051. On return requests for all other reasons, please call your Continental Commercial Products Sales Person. No merchandise will be accepted for return without obtaining authorization and return number from Continental Commercial Products Customer Service Department, St. Louis, Missouri. Merchandise authorized for return must be sent freight prepaid and is subject to a restocking charge. Please see return policy by brand listed below. Authorized returned merchandise will be accepted only in

original cartons, in standard packs, and in restockable condition. Continental Commercial Products will reduce this restocking charge to 10% if another order of equal value is placed at the time of return. Custom and Private Label merchandise may not be returned. Continental Commercial Products reserves the right to reject credit requested for merchandise returned without prior authorization.

- Continental - 20% with a 1 year warranty from date of invoice
- Glit-Microtron - 20% with a 1 year warranty from date of invoice
- Wilen - 25% with a 90 day warranty from date of invoice

**All discontinued merchandise and all merchandise beyond their specified warranty is non-returnable.**

**Defective Merchandise:** Continental Commercial Products liability on defective merchandise will be limited to the replacement of defective items. We will either repair or replace defective merchandise. Determination will be the sole discretion of the factory.

**Shortages:** To insure proper credit for the non-receipt or shortage of any product or merchandise, the carrier's delivery receipt must be noted with the shortage at the time of delivery. Notation on carrier's delivery receipt such as "subject to count or inspection" are not considered to be acceptable as they provide no legal bearing. Should the shortage be discovered after signing the carrier's delivery receipt, please contact Continental Commercial Products Customer Service and the delivering carrier immediately but no later than 48 hours after receipt of your order.

**MAIL-IN ORDERS:** Should be addressed as follows:

**Continental Commercial Products**  
**ATTENTION: CUSTOMER SERVICE**  
305 Rock Industrial Park Drive  
Bridgeton, MO 63044  
Ph: 800-325-1051, Fax: 800-327-5492

All Export Sales are handled by our International order desk which may be reached at:

**Continental Commercial Products**  
**ATTENTION: EXPORT ORDER DESK**  
305 Rock Industrial Park Drive  
Bridgeton, MO 63044  
Ph: 314-656-4301, Fax: 314-770-9938

Adding "**Attention: Customer Service**" will help separate your order from regular mail and it will be handled on a priority basis. Also, the inclusion of your **4, 5 or 6 digit CCP Customer Number** will greatly assist us in processing your order.

**EDI:** We encourage the use of EDI ("Electronic Data Interchange") for placing of your Purchase Orders with Continental Commercial Products.

**BIDS:** Contact your Continental Commercial Products sales representative for information on bid requirements. Distributors requesting bid support must be in good credit standing with Continental and be a stocking distributor for 6 months prior to the bid opening date for those brands bid pricing is requested.