



SALES POLICY TERMS AND CONDITIONS

All orders and changes **MUST BE IN WRITING** and will be acknowledged within 48 hours.

Standard Payment Terms: 1% ten (10) Days/Net thirty (30) Days from date of invoice. No shipments will be made to delinquent accounts. Invoices subject to 2% monthly finance charge on all past due balances.

Minimum Order: 20 cases each for private label product.

Minimum Billing: Zenex has a \$250 minimum order policy. (\$25.00 surcharge for less than \$250.)

Freight Policy: Freight prepaid with minimum 50 case order shipped to **one** location. **We reserve the right to charge back prepaid freight costs on any order not paid within credit terms.** Orders less than 50 cases will be shipped FOB Cleveland, OH, freight collect. When customer specifies the carrier, shipment will be "collect." Zenex reserves the right to select the carrier when freight charges are being paid by Zenex. Shipments outside the continental USA are not included in our freight prepaid policy. Zenex will ship freight prepaid to freight forwarders located in the continental USA only if minimum quantities are met.

Note: U.S. Dept. of Transportation/OSHA Requirements: US DOT requires that every shipper of hazardous materials/wastes provide emergency response information to accompany the shipping documents and to also provide a 24 hr. emergency response telephone number operated by a person who is knowledgeable of the hazardous materials/wastes being shipped and has comprehensive emergency response and incident mitigation information (Ref.49CFR172.602 and .604) Please call Zenex if you need further information.

Damaged Shipments: On prepaid shipments, the customer must note any damage on the freight receipt and immediately contact Zenex to allow us to file a claim for damages. **Failure to note any damage on the freight receipt and notify Zenex of damages will result in customer's full responsibility for loss.** Any claim for lost shipments will be handled by Zenex. On collect shipments, the customer must file the claim with the freight company for any damages or lost shipments. Zenex will be pleased to assist the customer with the claim.

Return Policy: No returns accepted without a Return Goods Authorization (RGA) number. Samples will be required prior to issuance of an RGA number. Please call Customer Service at 866-217-5100 to obtain return authorization process. Product returns must be submitted and approved within twelve months of the invoice date of the product, but no more than forty-five (45) days from the issuance of the RGA number. Except for defective product or errors in order processing, no returns will be accepted for private label. Zenex labeled product returned for any reason other than defective product or order processing error will incur a 20% inspection/restocking fee. Returned merchandise must be shipped prepaid and in "like new" condition.

Product Warranty: All products are warranted as per label for one year from the date of invoice. Merchandise must be available for testing/inspection. Seller's liability shall be limited to the invoice price of the goods.

Set-up/Art charges: Charges will apply to all new products for private labeling as follows. Black and white proofs of each label will be provided and must be approved before printing. Any changes to existing artwork will result in new plate charges.

Paper Label: \$50.00 per color per product for plates and negatives. \$60.00 per hour typesetting billed per job. You may provide camera ready artwork or computer files (call for specifications). Labels are the responsibility of the customer. A minimum of 1000 labels of each product must be ordered. The price of the labels will be deducted from the quoted product cost. The 1000 labels will be billed up front. This allows the customer as much time as they need to use up the labels.

Colored Caps: There will be an up charge for any color other than standard white. Colors available are: red, blue, orange, brown, green, yellow, black, grey, maroon, and dark blue.

Master Packs: Quantity 24 cans each add \$.75/dozen.