



**HAND SOAP DIVISION
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: If purchasing product with or without dispensers - 36 case minimum for product. If purchasing dispensers only - 12 dispenser minimum. Must order in increments of 12 (12 per case).

Freight Policy: Orders will be shipped FOB Cleveland, OH freight prepay & add. When customer specifies the carrier, shipment will be made "collect".

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: 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 or silkscreen items. 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/silkscreen will be provided and must be approved before printing. Any changes to existing artwork will result in new plate charges.

I have read and understand the terms and conditions. Date _____

Signature of Officer

Title

Please Print Name

Company
