



## Terms & Conditions for On-Line Ordering

### Shipping Destinations

Online orders may only ship to destinations in the United States. To place international orders please call customer service 1.866.333.8057. Some restrictions may apply.

### Product Availability

All products listed in our online catalog are available for purchase. However, availability does not necessarily imply 'on hand.' All orders are subject to availability. Orders placed for inventory that is not 'on hand' may require additional lead time.

### Shipping Rates

In order to offer the best shipping rates possible, all shipments over 150 lbs, or determined to be oversized, will require a freight quote. If your order exceeds 150 lbs, your balance at checkout will not include freight. Instead you will see "To be Determined" where actual shipping cost would ordinarily appear. All regular sized shipments below 150 lbs will be shipped via Federal Express—either 'Ground' or 'Overnight.' It is the customer's responsibility to select the method of shipment.

Some larger shipments may require crating, or other packaging materials. This will add cost to the order.

Larger items may require special delivery provisions. This could include lift-gate service, delivery notice, in-store delivery, or other accessorial items. These services will increase the cost of delivery. Items delivered by a common carrier will require a freight dock for delivery. If a freight dock is unavailable, QualServ Solutions may quote lift-gate service. If lift-gate service is declined then the goods will be delivered to the tailgate of the truck. The customer will then be responsible for unloading items and bringing them into your building.

### Special Instructions

You may specify special shipping instructions for your order. However, this may increase the cost of delivery.

### Number of Shipments

Orders will be shipped in consolidated packaging where possible. However this can be affected by:

1. *Shipping Point:* QualServ may ship items from multiple locations—either from a QualServ distribution center, or directly from the manufacturer.
2. *Item-Specific Issues:* Some items may require special handling due to their size and/or design.



### **Shipping Restrictions**

All shipments are subject to local, state, and federal law. Online orders cannot be shipped outside the US. Potentially hazardous materials will be handled pursuant to DOT guidelines.

### **Shipping Timeframe & Tracking Information**

Items usually ship within 2 (two) business days. Tracking information is available upon request (where available).

### **Freight Damaged and Missing Items**

For common carrier shipments, any visible damage and/or missing items must immediately be noted by Customer on the original transportation bill or delivery receipt signed by the carrier and a claim must be filed with the carrier within fifteen (15) calendar days from date of receipt, or such earlier period as the carrier may require. Concealed damage must be reported to the carrier immediately upon discovery but no later than ten (10) days from date of receipt. Any subsequent claim for concealed damage needs to be filed with the carrier within fifteen (15) calendar days from date of receipt. In all cases, QualServ Solutions should be notified of any missing items or damage as QualServ Solutions will assist the customer in the filing of a freight claim for collection of damages, but QualServ Solutions shall not be liable under any circumstances for damages or missing items which occur in shipping.

### **Mispriced Items**

QualServ Solutions shall have the right to refuse or cancel any orders placed for products and/or services listed at an incorrect price, rebate or refund, or containing any other incorrect information or typographical errors. QualServ Solutions shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is canceled, QualServ Solutions shall immediately issue a credit to your credit card account in the amount of the charge.

### **Product Returns**

QualServ Solutions reserves to itself the sole right to decide whether purchased goods may be returned for credit. In the event that Customer is given such right, certain charges apply and material must be returned with freight charges prepaid. Customer shall not return merchandise to QualServ Solutions unless and until Customer has received instructions from QualServ Solutions. Customer may, at the sole discretion of QualServ Solutions, return stock items, and such returns are subject to a 25% restocking fee as well as return freight charges. Returns are not accepted for any merchandise beyond twenty (20) business days after the date of delivery to Customer. All returns must be in saleable condition, and determination of salability is at the sole discretion of QualServ Solutions. Returns must be pre-approved by QualServ Solutions and are only accepted at QualServ Solutions' warehouses when accompanied by a Returns Good Authorization (RGA) number issued in advance by QualServ Solutions. Custom items, whether manufactured by QualServ Solutions or other vendors, are not eligible for return