

### **General Conditions**

Prices are subject to change without notice and cannot be guaranteed. Orders will be billed at prices in effect at the time order was received. The shipment of orders is subject to approval by our Credit Department.

### **Payment Terms**

ServCorp Inc. reserves the right to refuse to sell to any persons or firms. We are pleased to offer qualified customers an appropriate line of credit after formal approval of their application. Payment terms for customers with an open line of credit are Net 30 days from date of invoice. Credit cards can also be used to purchase products from ServCorp Inc. We accept Visa, Mastercard, Discover and American Express. A credit card processing fee of 3.5% of the total will be added onto the invoice.

ServCorp Inc. reserves the right to extend or withhold lines of open account credit to any company based on record of trade payments, financial condition, amount of credit needed, etc. ServCorp Inc. may also require personal guarantees and/or other security interests in the credit review process.

### **Past Due Accounts**

Open account privileges may be suspended if invoices for any month are not paid when due within published terms, and subsequent orders may be held until the account balance is reduced to a current status. Unusual cases of adjustment or dispute will be given individual consideration and handled accordingly. Interest at the rate of 1 ½% per month or 18% per year may be charged on any past due balance and shall be paid by customer. Reasonable attorney's fees and other collection costs will be added to collection claims. A service charge of \$50 will be assessed on any returned check.

### **Freight Policy**

All orders are F.O.B. shipping point, with freight prepaid and added to the customer's invoice. Freight reduction opportunities are available in certain areas of operation; please contact your local sales representative for more information.

Customers may also choose to schedule pick up and billed collect on their account. Proper paperwork must be supplied to ServCorp (i.e., Bill of Lading, etc.)

### **Fuel Surcharge**

In addition to the freight policy above, ServCorp Inc. reserves the right to adjust charges due to carrier fuel surcharges and other fees.

### **Shortages and Damaged Freight Claims**

All claims for damages or shortages of product must be made within 48 hours of receipt of delivery into your warehouse and be properly noted on the carrier Bill of Lading. Claims for shipments that are signed in full with no damage or piece count discrepancy will be at the respective carrier's discretion and may result in a denied claim. All LTL carrier agreements with ServCorp Inc. allow for time to verify the piece count before signing for delivery. Damage claims should also include photo evidence to support the damage claim.

### **Return Policy**

All returns are subject to the returns policy of ServCorp's supplier's, which vary by manufacturer and product line.

### **Obtaining a Return Authorization Number**

Prior to any return, these three steps will ensure a smooth process. These following essential steps are required:

- 1) You MUST email [info@servcorpinc.com](mailto:info@servcorpinc.com) or call ServCorp at 616-900-4855 for approval
- 2) Please have the following information available:
  - a) Your account number
  - b) The invoice number
  - c) Quantity to be returned
  - d) Manufacturer part number
  - e) Reason for the return
- 3) ServCorp will review the reason for the Return Request and determine if the product is returnable. If it is, a Return Authorization will be issued with shipping instructions. Please write your RA number on your shipping label and affix to shipping carton. In the case of multiple cartons, write your name on EACH shipping label, AND indicate number of cartons, for example 1/3, 2/3, 3/3. If the shipping carton is the original manufacturer packaging, DO NOT write the shipping address or RA numbers directly on packaging as the product must be in resalable condition, with no defacing, to receive credit.
- 4) Customer will be responsible for shipping charges on returns.

### **Merchandise Credits**

To receive credit, the merchandise must be in its original package and be in resalable condition. Products that do not meet these criteria will be returned to the customer and no credit will be issued. Return requests must be approved, processed, and returned to ServCorp within 21 days of the original invoice date. Returned items received outside of the 21-day return window will not be issued credit and will be sent back to the customer. Non-stocks, discontinued, and special order items will not be available for returns. Customers will be issued credits to their account upon receipt and verification of the condition of product at our warehouse.

### **Warranty Policy**

ServCorp Inc. will support the warranties from our suppliers and will execute their applicable written warranty policy. These warranties generally cover replacement of defective product that is returned. Regardless of the manufacturer's policy we cannot provide credit for warranty issues that were not purchased from ServCorp Inc.

I agree to pages 1 and 2 of the Terms & Conditions: \_\_\_\_\_  
(Officer or Principal of Company)

\*\*Please email both pages to: [info@servcorpinc.com](mailto:info@servcorpinc.com)