

SHIPPING: Our inventory of stock products allows most orders to be processed, packaged, and shipped within hours. Orders are shipped FOB Warren, MI 48089. Our Michigan customers should receive stock product orders in 1 to 2 working days, while our interstate customers should expect delivery in 2 to 4 working days. Need next day delivery? Ask your Customer Service Representative for details. We prepay and add shipping charges.
TRACING ORDERS: Please call our customer service department. 1-800-227-8479

PRICING / PAYMENT / TERMS: We reserve the right to change prices without notice should market commodity conditions unforeseeably change. Prices are net and payable in U.S. dollars only, and do not include freight, handling or applicable taxes. **TERMS:** Terms are 30 days from the date of invoice for accounts with established credit. Open account is available to qualified customers. Download a printable Credit Application from our website. Customers may use Visa, Mastercard, American Express, check or money order. Tax exempt customers must provide applicable license or contract numbers. We are required to have a Michigan Sales Tax Certificate on file for our tax exempt Michigan customers.

PLACING ORDERS: You may follow the instructions in our online store or call 1-800-227-8479 to place your order. **CONFIRMING PURCHASE ORDERS:** Confirming purchase orders is not necessary. We will email you a confirmation that we have received your order. If you have any questions regarding your order feel free to contact us. **SALES TAX:** We are required by law to add applicable sales tax to all orders. If you are tax exempt, please submit your tax exemption certificate. Email for Fax it to us. 586-771-6501

RETURN POLICY: Should you, for any reason, wish to return a product, please let us know within 30 days of receipt of your order. We will give you your choice of a full credit, equal exchange, or your money back for stock products. Returned merchandise must be in the original packaging, unused and in new resalable condition. Please call our Customer Service Department for your Return Authorization Number before returning items. Please prepay shipping. We do not accept C.O.D.'s. Custom orders are NOT returnable. **DAMAGE/SHORTAGE CLAIMS:** Buyer should inspect all orders/items for shipping damage or shortage. If damage has occurred, please note the damage on the delivery receipt and notify our customer service department immediately. If package appears to be damaged by UPS please do not sign for it. Refuse and contact us. We will send another package out right away.

LIMITATIONS OF WARRANTIES: The goods that Norkan, Inc. sells have been manufactured by others and may be warranted for limited periods of time by the manufacturer against defects in material or workmanship. A copy of the manufacturer's warranty, if any, will be submitted to the Buyer upon request.

SAFETY STANDARDS AND REGULATIONS: Products sold by Norkan, Inc. are designed to meet stated U.S. safety standards and regulations. Because local safety standards and regulations vary significantly, Norkan, Inc. cannot guarantee that our products meet all applicable requirements in each locality. The purchaser assumes responsibility for compliance with such safety standards and regulations in those localities in which the products will be shipped, sold and used.

THESE TERMS AND CONDITIONS SHALL CONSTITUTE THE ENTIRE AGREEMENT BETWEEN NORKAN, INC. AND THE PURCHASER, AND SHALL BE GOVERNED BY AND CONSTRUED ACCORDING TO THE LAWS OF THE STATE OF MICHIGAN AND THE UNITED STATES OF AMERICA.