

SALES TERMS AND CONDITIONS



FREIGHT/DELIVERY

All deliveries within our delivery territory will be made FREE of charge unless the nature of the delivery is unusual due to special handling and for timing requirements.

Unless prior arrangements have been made, we require the customer's presence and assistance with receiving our delivery.

RETURN POLICY

Any customer returning material must first contact Eastern for a return authorization within five days. **No returns on wood or vinyl products.** Any returns shipped without authorization will not be accepted. Eastern requires the returned goods to be properly packaged and in the same condition as was originally received. Eastern reserves the right to inspection on returned products prior to approving the final credit memo.

A minimum restocking charge of 20% (minimum \$35.00) will be charged on all material returned unless the return results from our error.

SPECIAL ORDERS

Eastern prefers to receive a written purchase order when a special or non-stock item is being purchased. However, as a convenience to our customers, we will accept verbal orders. We may require a non-refundable 50% deposit or advance payment depending upon the nature of the order. Once ordered, there can be no cancellation or return on special orders.

QUOTATIONS, SPECIFICATIONS & CERTIFICATIONS

Quotations will be given based upon the customer's breakdown of the material requirements. Eastern will gladly assist in helping you with the quoting of material, however, we are not responsible for products ordered incorrectly.

When material being purchased is required to meet certain specifications and/or certifications will be required, we must be notified at the time the order is being placed.

CATALOG CHANGES

As you will notice, this catalog is very comprehensive and even though we go to extreme efforts to keep it updated it would be impossible to update it for every change that may occur. Therefore, product information and prices shown are subject to change without notice. We are also not responsible for typographical errors.

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