

Terms & Conditions

Prices:

All merchandise will be billed at our current published list prices in effect at the time of shipment.

Performance:

All shipping promises are made with the expectation that shipment will go forward as specified. However, fulfillment is always subject to availability of material and to conditions affecting shipment that are beyond our control. Eagle Group shall not be held liable for any delay in performance due to reasons beyond our control.

Shortage:

All claims for shortage must be brought to our attention within five (5) business days from date merchandise is received.

Cancellations:

Cancellations are not accepted on orders in transit or on custom jobs. Standard orders already in process that are cancelled may be subject to a 20% restocking charge.

Returns:

Custom and modified standard equipment is non-returnable.

Authorization:

- Previously written approval from Eagle Group Customer Service is mandatory on all returns.
- Return authorization must be requested within 60 days from date of shipment.
- Authorized return shipments, in which merchandise is not defective and orders have been properly filled, must be shipped prepaid and properly packaged to prevent merchandise damage.
- Each return authorization number (located on the upper right hand corner of the form) must be written on the outside of each carton returned to Eagle Group.

Restocking:

- Restocking and equipment repair fees for merchandise damaged during return shipment to Eagle Group will be withheld from issued credit.
- Returns of made-to-stock merchandise are subject to a 30% restocking fee.
- Returns of made-to-order merchandise are subject to a 50% restocking fee.
- \$75 net minimum on merchandise returns.

Prints & Drawings:

All prints and drawings submitted with orders are accepted as a final approval in the custom order process. Errors that arise due to incorrect submittals are the responsibility of the customer. There are no cancellations on custom orders.

Concealed Damages:

Eagle Group's responsibility ceases immediately upon our retaining from the transportation company. If a container shows rough handling, do not give carrier a clear receipt. Upon finding damage while unpacking merchandise, call carrier without further unpacking and have them file a concealed damage report. Follow up by filing a claim with the carrier at once.

Order Approval:

All orders are subject to final approval by Eagle Group's home office. Acceptance and/or performance shall be at all times subject to the approval of Eagle Group's Credit Department. Minimum order \$50.00 net.

Order Confirmation:

All telephone orders are checked very carefully with the customer to make certain that orders are entered correctly. Since stock shipments will in most cases be filled before the confirming order is received, customer must assume risk involved in possible error. When confirming telephone orders in writing, please mark order confirming.

Terms:

Discount and discount date are clearly marked at the bottom of each invoice should you be entitled to any discount, subject to current status of your account.

FOB:

All shipments are shipped from FOB point "collect" unless otherwise specified. All orders shipped prepaid and add will receive a 20% administrative surcharge added to the full freight bill. Orders shipped UPS from manufacturing point will not receive FOB distribution point rates.

Monetary values are based on U.S. currency.