

# Metric Seals Policies

## Order Policy:

- All orders can be placed either by phone, fax or e-mail.
- We welcome walk-ins.
- We accept all major credit cards: Discover Visa, Amex, and Master Card
- If you setup an account you will be billed NET 30
- Any order (s) that are 60 days past due is subject to customers account being suspended until the bill (s) paid in full.
- All orders have a \$5.00 line minimum, and a \$10.00 order minimum, which does not include the shipping cost.
- Any order (s) that doesn't meet our \$10.00 minimum will be adjusted accordingly.

## Shipping Policy:

- Any ground order (s) received after 3:00 p.m. Indiana time will not be guaranteed of going out the same day.
- Next day air shipments will be taken up to 4:00 p.m. Indiana time.
- Any order (s) after 4:00 p.m. Indiana time Ground and Air will be shipped out the following day.
- Any order (s) drop shipped to other customers will be charged a \$5.00 drop ship charge.
- International Customers are welcome.
- In stock items ship the same day. Subject to terms above
- We use UPS and FedEx to ship packages.
- UPS shipping options:
  - Next Day Air Early A.M.
  - Next Day Air (Red)
  - Next Day Air Saver
  - Second Day Air Early A.M.
  - Second Day Air (Blue)
  - Three Day Select (Orange)
  - Ground
  - Sonic First Day
  - Freight Collect
  - C.O.D.\*
  - Saturday Service\*
  - Home Service\*
  - Blind Service\*
- FedEx shipping options:
  - First Overnight
  - Priority Overnight (P1)
  - Standard Overnight
  - Second Day
  - Express Saver
  - Same Day Service
  - One Day Freight
  - Second Day Freight
  - Three Day Freight
  - Ground Service
  - Freight Collect
  - Home Service\*
  - Blind Service\*
  - Saturday Service\*
  - C.O.D. \*

\* Extra cost will apply for the special service.

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## **Return Policy:**

- All items must have a Return Merchandise Authorization (RMA) number before we will accept any returns.
- Any item (s) that is returned that **is not** Metric Seals, Inc. fault will be subject to a 30% restocking fee.
- Any item (s) that is Metric Seals, Inc. fault can be returned to us with no restocking fee or exchanged for the correct part.
- Metric Seals, Inc. will not accept any returned item (s) that was custom made, custom produced.
- Metric Seals, Inc. will not accept any returned item (s) that was cord stock, guide band cuts or any items that was cut to specific length.
- Metric Seals, Inc. will only accept returns no later than 60 days of invoice; any thing older than 60 days is yours.

These terms and conditions are subject to change without prior written notice at any time, in sole discretion of Metric Seals, Inc.