



Comfortable solutions.

Terms and Conditions of Sales

(updated January 1, 2015)

Terms

Hermell Products offers Net 30 day terms, F.O.B. Bloomfield, Connecticut. A service charge of 1.5% per month will be added to all invoices unpaid after 60 days. We reserve the right to hold shipments on delinquent accounts. Unestablished accounts can be paid via C.O.D. or Credit Card (all major credit cards gladly accepted.) All credit card transactions are subject to a 3% processing surcharge.

Minimum Order

A handling fee of \$12.00 will be added to each order that is less than \$50.00. No service charges will be assessed for first time orders, back orders, replacements or sample requests. For drop ship orders, a \$10.00 drop ship fee will be assessed per shipment.

Freight

We use FedEx Ground for most shipments. Shipments are delivered prepaid and the freight charges are added to the invoice. Our charges are assessed at the published rates. Truck shipments are shipped collect. Orders over \$1,000.00 at Wholesale prices and over \$399 at Dealer prices to one destination within the continental United States will be sent prepaid. Hermell reserves the right to select routing on all orders that are sent prepaid.

Return Policy

All claims for damaged goods should be made immediately upon receipt. If we are in the wrong, we'll fix it.

All merchandise must have prior approval before being returned. Written authorization must be obtained, before any return or credit is issued. Notification of overcharges/shortages or incorrect item received should be made immediately upon receipt of order. All authorized returns will be assessed a 25% restocking fee unless the reason for return is manufacturing defect or error. In the case of customer error, the customer will bear the cost of return freight. Merchandise returned due to our error will be shipped back at our expense and will gladly be replaced or credited. Unauthorized deductions from payments will not be permitted. Merchandise held for more than 30 days or in unsellable condition may not be authorized for return. Custom made or private label items may not be returned.