



Comfortable solutions.

## Terms and Conditions of Sales

(updated April 6, 2021)

### 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.)

### 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 and Postage

We can use your FedEx or UPS number for your shipping, or you will be charged our shipping rate. Our charges are assessed at the published rates. Truck LTL shipments are shipped collect unless you arrange for pick up. We will send you the pallet information just make sure to note it on your order. 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 will fix it. All merchandise must have prior approval before being returned. Notification of overcharges/shortages or incorrect item received should be made immediately upon receipt of order. All authorized returns will be assessed a 20% 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.