

GENERAL TERMS AND CONDITIONS

POLICY

ToolPro is a wholesale distributor of professional tools for drywall, acoustical, concrete finishing, masonry, plaster and stucco. We sell only to established dealers. All inquiries from contractors and users will be referred to our stocking dealer who is nearest the caller.

PRICES

Prices and terms are subject to change without notice, and all orders are accepted at prices in effect at the time of receipt of order.

TERMS OF SALE

All payments are due net 30 days following the billing date. Past due invoices will be charged a 1.5% per month finance charge. Claims for adjustments must be presented in writing no later than 30 days from the invoice date.

MINIMUM ORDER

The minimum invoice amount is \$50.00 net, shipped to one destination. A handling fee of \$5.00 will be added to orders less than \$50.00 net.

FREIGHT TERMS

All orders are shipped F.O.B. Kennesaw, Georgia. Freight is prepaid and allowed on orders of \$400 or more. ToolPro reserves the choice of routing. Items marked "motor freight only" are freight prepaid and allowed when two or more are ordered. Special order items are not freight prepaid. Other exceptions may be noted.

RECEIVING

When you receive a shipment from ToolPro, it is important that you count the pieces on your order and note any external damage before signing the bill of lading. You should also check for any hidden damage within the boxes and report this to the freight company immediately. Sales terms of "F.O.B. (Free On Board) Shipping Point" means that your ownership and responsibility for the goods begins when the carrier picks up your order from us. If problems occur, we will assist you in any way we can to resolve your claim with the carrier.

RETURNED GOODS

A Returned Merchandise Authorization (RMA) number must be obtained from ToolPro for all returns within 90 days of the invoice date. The RMA number should be written clearly on the outside of each package. The customer is responsible for all return freight charges. RMA numbers are valid for 60 days after the date of issue. Unauthorized returns will be refused and returned at the customer's expense. If merchandise is returned in condition acceptable for resale, and has not been discontinued by ToolPro, we will allow full credit based on original price, less a 15% restocking charge. Credits will not be given for merchandise after 90 days of the invoice date.

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Website www.toolpro.com
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