

# Terms and Conditions

## Terms

- Shipments and deliveries are subject to credit approval
- All prices are FOB point of shipment from 92336. All freight charges to be paid by customer, third party billing
- Payment Terms: Per account
- Taxes are not included
- All orders are subject to the terms & conditions herein

## Conditions

- Written purchase orders are required
- Syntégra, LLC will send a confirmation approval of all orders and any change orders
- Orders will not be scheduled for production until we receive the signed Order Approval Form
- It is the customer's responsibility to verify all information and to notify Syntégra, LLC of any order discrepancies within one business day.
- Changes made after receipt of the Order Approval Form are subject to additional fees depending on the status of the production order

## Cancellations

All sales are final. Any order cancelled will be subject to a cancellation charge depending on the state of production. The customer is responsible for any special order material or equipment once the order confirmation has been received.

## Returns

Errors or defects in which Syntégra, LLC is responsible will be corrected promptly. Defective products will be replaced or credited upon detailed inspection by Syntégra, LLC. Written authorization must be obtained from the factory. Credit will not be allowed on merchandise held longer than 60 days from receipt and any goods that are not received within 30 days of authorization issuance will be closed.

## Claims

- **Claims for discrepant materials must be submitted within 10 working days from receipt of shipment. All merchandise must be reconciled with the invoice and shipping documents.**

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## Freight Damage

Orders are always shipped FOB factory. The shipment is the customer's responsibility once the shipment departs our freight dock.

Carefully inspect your shipment upon receipt. If there is visible damage, photograph the shipment and note this on the waybill.

In case of freight damage, contact Syntégra, LLC Customer Support immediately. Although Syntégra, LLC is not responsible for freight-damaged items, we are able to assist with the claims process.

### **Shortages:**

Note on the waybill EXACTLY which item is short and have the shortage verified by the driver.

### **Visible Damage:**

Note on the waybill EXACTLY what is damaged and the extent of damage. Be as specific as possible and photograph the damage. (e.g. Crate crushed, hole found in crate showing damage to frame, etc.) Have the driver verify the damage.

### **Concealed Damage:**

Report to carrier IMMEDIATELY any damages discovered after delivery. The carrier will either waive inspection or send an inspector to examine. Hold the packaging and shipping container for the inspection. DO NOT DISPOSE of the shipment unless you are advised in writing by the carrier to do so.

### **Documents:**

Your claim MUST include the invoice covering the value of goods while in transit and, where applicable, the repair invoice and inspection report. Needless to say KEEP all documents until the claim is settled.

## Back Charges

- No back charges will be honored for unauthorized work performed. Claims for back charges or defective material must be made direct with Syntégra, LLC. A written description of the claim and a cost estimate must be submitted. Only a factory representative can pre-authorize these charges.