

TERMS & CONDITIONS

PRICES

All prices are subject to change without notice. All prices are per unit (each) unless otherwise specified and do not include freight.

ERRORS AND OMISSIONS

While PDQ Manufacturing makes every effort to provide an accurate price list, we are not responsible for errors and/or omissions that may appear. Customers will be invoiced the actual and true price on all orders.

CREDIT TERMS

Standard credit terms are 1% 10 days net 30. Net 30 days payment must be received by PDQ on or before 30 days from the date of the invoice. Interest will be charged at the rate of 1-1/2% per month on past due accounts. A \$25.00 fee will be charged for all returned payments.

ACCEPTANCE OF ORDERS

Possession of prices from PDQ Manufacturing does not commit PDQ to accept any order. PDQ Industries reserves the right to refuse any order or request for quotation and will not be bound to fill any order until it has been accepted by a representative of PDQ and confirmed by a written acknowledgement. Quotations are valid for the period stated on the official quotation request form. Orders must be submitted in writing.

ACKNOWLEDGEMENTS

An Acknowledgement is an exact copy of a customer's order as entered by PDQ and should be verified by the customer. If the Acknowledgement does not agree with customer's understanding, PDQ should be advised within three (3) days or the order will be billed as acknowledged. PDQ Manufacturing's sales terms shall apply irrespective of any special stipulation appearing in customer orders, unless specifically acknowledged and accepted by PDQ Manufacturing, Inc. Estimates of delivery are made by PDQ Manufacturing in good faith and are not guaranteed. PDQ Manufacturing does not assume responsibility for delay in deliveries.

PRODUCT RETURN

Products may not be returned unless customer receives written authorization from PDQ. If the return is authorized by PDQ a Return Goods Authorization (RGA) number will be issued to the customer. Products returned must have the RGA number clearly marked on the outside of the box and reach PDQ within 45 days from the date RGA is issued. All documentation and RGA number must accompany the return along with the original invoice number and an explanation why the material is being returned so that PDQ may inspect the material in question. Only material that has been in customer's inventory for less than 60 days from the invoice date, is current standard, non-obsolete and not specially manufactured, unused and in their original condition and original packaging will be considered for return. Master keyed items cannot be returned for credit. If the product is accepted for a return there will be minimum 35% processing charge of the net material value on the original invoice, less freight and cash discounts. Full credit against future purchases or replacements will be made at the option of PDQ. Care must be taken to package all returns to ensure that they are not damaged in shipment. PDQ will not credit items returned that have not been properly packed and as a result sustain damage in shipment back to our facility.

FORCE MAJEURE

PDQ will not be held responsible for delays in delivery caused by strikes, acts by government agencies, fires, floods or any other causes beyond our control, including the delivery of material to us. Under no circumstances shall PDQ be liable or accountable for consequential damages due to failure of delivery.

INVOICES

Copies of invoices and sales orders are posted and accessible on PDQ's website. Contact Customer Service on for obtaining secured access authorization.

MINIMUM ORDER

Minimum order is \$100 net invoice value at current buying program, less freight. Orders less than \$100 will be subject to parts discount.

CHANGES OR CANCELLATIONS

Changes or cancellations to an order acknowledged must be made in writing subject to a 50% cancellation fee.

CLAIMS

Every possible care is taken in the final examination and packing of goods, and no complaints can be entertained unless made promptly on receipt of goods. No claim will be allowed for work done by others, consequential damages, or other expenditure, and PDQ's undertaking to repair or replace defective goods is its only liability. No claim for damage, shortage or loss in transit will be considered unless notice in writing is given to the carrier and to PDQ Industries within ten (10) days.

BACK CHARGES

PDQ is not responsible for, does not authorize, and will not accept any charges for the cost of labor or material incurred by anyone other than PDQ Manufacturing for any installation, repair, service or replacement unless incurred with PDQ's prior written consent and agreement.

FREIGHT CHARGES

FOB point is Leola, PA, Auburn WA, Salt Lake City, UT, Kansas City, MO or Denton, TX. Ship location is at factory discretion. Freight charges are prepaid and added to invoice. If invoice exceeds \$1,900 Net, full surface freight (UPS or truck) within continental U.S.A. is deductible, provided invoice is paid within terms. Air freight and other special shipments are not deductible. Freight allowance methods are at the discretion of PDQ. C.O.D. freight charges are paid by consignee.

DISCONTINUANCE

PDQ Manufacturing, Inc. reserves the right to discontinue or change any price, product, design, function and finish without notice.