

## **STEVENS ENGINEERING INC. – STANDARD TERMS & CONDITIONS**

By submitting a purchase order to Stevens Engineering Inc., the customer agrees to the following terms and conditions:

### **PRICING/QUOTATIONS/APPROVALS:**

- Quoted pricing expires 30 days from date shown.
- Lead times & delivery dates are estimates. Stevens Engineering is not responsible for any costs including expedited shipping fees due to a delay.
- Estimated lead times will be extended based on the time it takes to approve order details and/or drawings.
- Orders under \$40.00 will be charged a \$10.00 small order fee.

### **PAYMENT TERMS:**

- Stevens Engineering accepts checks, Visa & Mastercard as forms of payment.
- A 30% prepayment is required on all build-to-order items and is due within (5) days of the prepayment invoice date. Failure to provide the prepayment can result in production delays.
- Customers with open credit: Payment terms are NET 30. Payments made after (60) days will result in loss of open credit terms. Future purchases will need to be prepaid prior to shipping.
- New customers will need to submit a credit application to obtain NET 30 payment terms or can prepay using a Visa or Mastercard.

### **SALES TAX:**

- Stevens Engineering does not collect sales tax on orders outside of Arizona.
- Arizona customers are taxable unless a sales tax exemption form is provided with the purchase order.
- California customers must purchase through an authorized distributor.

### **SHIPPING/FREIGHT CHARGES**

- All shipments are FOB Phoenix, Arizona.
- Stevens will use UPS for shipments under 75 lbs. and FEDEX Freight for shipments over 75 lbs. Shipping charges will be prepaid and added to the invoice unless a specific carrier with collect or 3<sup>rd</sup> party account numbers are provided on the PO.
- Freight quotes will not be provided. If requested, Stevens Engineering will provide shipment weight to help the customer attain their own freight quote.
- Handling fees may be charged for crating, packaging, & local delivery; including collect shipments. Wood crates or Pallets: \$45.00 each, Cartons: \$6.00 each, Local Delivery: \$20 per delivery, FEDEX package drop off fee \$12.00.
- Stevens will not provide estimated freight costs for international shipments. Customers must provide a FEDEX account number or UPS Account number to pay for shipping & duties & taxes.

### **RETURNS/EXCHANGES/ORDER CANCELLATIONS:**

- Returns and exchanges are accepted only on stock Stevens items and within 60 days of ship date.
- Customers must call for a return authorization number prior to returning an item.
- Returned items must be received in re-salable condition and without any damage.
- After 15 days, returns are subject to a 15% restocking fee.
- Order cancellations on build to order items will be invoiced for the work in progress and material costs that have been incurred by Stevens Engineering.

### **WARRANTY:**

- All items manufactured and sold by Stevens Engineering are warranted for (1) year against defects in workmanship or material.
- Stevens Engineering will replace or repair at our option the defective item.
- Defective items must be sent prepaid shipping to Stevens Engineering for our inspection. If the item is found to be defective Stevens Engineering will credit the customer for standard shipping charges and pay standard shipping charges to return the repaired or replaced item.