

## Terms & Conditions

### Custom Orders

Custom orders are subject to minimum quantities, special pricing, pre-payments/deposits, and special shipping schedules. The particulars for custom orders will be quoted in advance.

Abstracta will cut tubing to any length. Please specify on the order: quantity, color, diameter, and tube length. The charge for custom cut tubes: (per tube) 13mm/\$ .50 net, 19mm/\$1.00 net.

### Shipping

Stock designs in stock colors ship within 10 - 15 working days from receipt of signed order. Shipments will be made according to your shipping and receiving instructions. If no instructions are provided, shipments will be sent by UPS Ground. Abstracta can be drop shipped or blind shipped at no additional charge.

### Inspection

Buyer agrees to examine the product delivered from Abstracta immediately upon receipt. Buyer agrees to advise Abstracta of any product quality or quantity disputes within 3 business days of receipt. Buyer will examine immediately upon receipt each Abstracta invoice and statement and will advise Abstracta of any disputed pricing, transactions or statements within 10 business days of receipt, together with a written statement specifying the reasons for such dispute. Failure to notify Abstracta of any dispute or of damaged goods within these time parameters shall constitute a complete waiver of any such disputes.

### Returns

No merchandise may be returned without prior written authorization from Abstracta in the form of an Abstracta issued Return Authorization number. Returned items may be subject to a 25% restocking fee. Collect shipments will be refused. Buyer agrees to pay return freight and/or reasonable storage charges for the merchandise returned without prior authorization regardless of the merits of the return. Liability for lost or damaged merchandise rests with the Buyer until such return is duly authorized and accepted by Abstracta.

### Rush Charges

Orders which require shipment faster than published lead times, need to have the required ship date confirmed prior to the placement of the order. Rush orders will be subject to rush charges ranging from a minimum of 20% to a maximum of 50% of the complete order at full list prices. Rush charges are not subject to regular buying discounts. Rush charges will be confirmed prior to the acceptance of the order.

### Claims

Claims for merchandise damaged or lost in transit should be filed by the consignee with the transportation company. Original packaging is required by most transportation companies for damage claims. You may request additional insurance for your shipment.

**Payment**

Orders must be placed with a fully completed and signed purchase order, or a signed Abstracta quote. Payment arrangements must be made in advance. A wire transfer payment is required for customers outside of the U.S. A \$35 additional fee will be included with all wire transfers.

**Prices**

All prices shown are list prices in US Dollars, F.O.B. Kalamazoo, Michigan; and do not include shipping or applicable taxes. All prices are subject to change without notice.

**Warranty**

Abstracta products are warranted against failure due to defects in materials or workmanship effective from the date of invoice for specific durations of time. The complete warranty is available on [www.abstracta.com](http://www.abstracta.com) or contact your Abstracta sales representative.