

Uh...Oh Catalog Errors

We strive to provide a completely error free catalog, but if errors are discovered, they are corrected in our computer immediately. **Please note that current computer pricing supercedes printed catalog errors.**

Damage/ Shortage Claims

Please be sure to count the cartons you sign for and note any damage on the bill of Lading. Open your order immediately to check for any concealed damage. If damaged, the original carton should be kept for possible carrier inspection. Shortage or damage claims need to be reported within 14 days of delivery. To process a claim, we need your invoice number or customer number. Once we ship an order it's consigned to the carrier. Please note: THEY are responsible for any shortage or damage incurred - until you sign a clear bill of receipt. Usually, carriers will not honor a claim if they have a signed receipt from you. Please do not deduct from an invoice without first contacting our customer service department to obtain authorization, regardless of the reason. Any payment sent with deductions must have the authorization paperwork attached.

Backorders

Most orders are shipped complete because we stock all items in this catalog. However, if we do not ship your order complete, we will notify you of this and ship your backorder within 60 days or let you know of cancellation. All backorders under \$10 will be automatically cancelled.

Special Order Items

Orders for special products or blanket purchase orders cannot be cancelled without our authorization, and only upon terms that will indemnify us against loss.

Be Smart

These products are intended for use by qualified, experienced professionals, and the selection of appropriate products for the intended use must be made by persons knowledgeable in this field.

