

Exceptional Service • Quality Products • Competitive Prices

# BUYER'S INSTRUCTIONS & TERMS

## HOW TO ORDER:

So that we may accurately and quickly fill your order; please identify each product with Stk. number, Mfr. number, price and description. Use your purchase order or this order form. You may photocopy this form for use in placing your order.

## Place your order in 1 of 5 convenient ways!

- **Web** [midwesttechnology.com](http://midwesttechnology.com) (*shop on-line 24 hrs. a day*)
- **Mail** Midwest Technology Products, P.O. Box 3717, Sioux City, IA 51102
- **Phone** (800) 831-5904 from 8:00 a.m. to 4:30 p.m. (*Central Standard Time*). Monday-Friday (*except holidays*)
- **Email** [orders@midwesttechnology.com](mailto:orders@midwesttechnology.com)
- **Fax** (800) 285-7054 or (712) 252-5305

## GUARANTEE & RETURN POLICY:

We guarantee all of our products will equal or exceed specifications listed. This guarantee is in addition to warranties made by the manufacturer. Our commitment to quality means products you can count on. Your complete satisfaction is important to us. For questions or concerns, please contact our Sales/Customer Service Staff at (800) 831-5904. If you are not satisfied with your purchase, you can return the undamaged merchandise for credit or replacement within 30 days of delivery. Call Sales/Customer Service for return instructions. Some returns may be subject to a restocking charge. Software and DVDs are not returnable unless they are defective.

## FREIGHT CHARGES:

- A shipping, handling and insurance charge of 10% of total merchandise value will be added to all orders shipped within the 48 contiguous United States subject to a minimum charge of \$15.00. Due to fuel price volatility, a fuel surcharge of 2% of total merchandise value may be added to any order without prior notice.
- Actual transportation charges are prepaid and added to the invoice of all orders that ship outside of the 48 contiguous United States. These transportation charges will be added to all orders shipped to Alaska and Hawaii. **Attention:** Hazardous Materials including ORM-D, as defined by Federal Regulations, will not be sent to Alaska or Hawaii.
- Orders will be shipped, primarily, via UPS except as follows: model rocket engines and certain hazardous materials are sent by parcel post shipments. Furniture, machinery and large quantities of supplies are shipped on common carrier truck lines (tailgate delivery).
- Inside delivery assistance is available upon request and will be invoiced at rates in effect at time of delivery.
- UPS Next Day Air & 2nd Day Air service is available upon request. Actual charges will be prepaid & added to the invoice of all orders.
- Installation provided upon request. Ask us for firm quotations.

## SHIPMENT:

Packaging exceeds minimum carrier standards. It is your responsibility to check the shipment carefully before signing the delivery receipts and truck bills of lading. Count the cartons and examine for damage. If there is a shortage or damage, note this on the freight bill before signing. If you find damage after you open the carton, immediately report this to the freight company and request a freight claim inspection. Also, notify our Sales/Customer Service Staff. Freight carriers must be notified of concealed damage with-in 10 days for them to accept any responsibility. **Note:** Your responsibility begins and the freight company's responsibility ends when you sign for and accept the shipment.

## PAYMENT TERMS:

Orders from educational institutions, government agencies and firms with established credit will be shipped on open account. Terms are net 30 days from invoice date, unless other arrangements are made. We reserve the right to service charge past due accounts at a rate of 1.5% per month of past due amount, with a minimum of \$5.00 per month. We require a purchase order number or authorized signature for all orders. All other orders are to be prepaid using certified check, Discover, Visa or MasterCard. We reserve the right to assess a 3% convenience charge for paying by credit card.

Due to special pricing available exclusively to educational institutions, some items may not be available to all customers at the prices listed. Every effort will be made to sell such items(s) at the lowest available price to our non-institutional customers. Each customer will be notified in advance for approval of any price changes. At the time of notification, the order or parts of the order may be canceled at the customer's option without penalty.

## NOTICES:

Although reasonable precautions have been taken, errors in specifications may occur in printing. We reserve the right to correct any such errors. We may notify you of any such errors before processing your order. We will make every effort to offer the best pricing to you. Due to unusually volatile market conditions, lead times on some products may be extended. Please check our website at [midwesttechnology.com](http://midwesttechnology.com) for current pricing or contact our Sales/Customer Service Staff at (800) 831-5904. An authorized representative of Midwest Technology Products at the home office in Sioux City, Iowa must approve all purchase orders, contracts, and related agreements. No purchase order is binding until accepted by Midwest Technology Products.

## DISCLAIMER:

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