



5801 W. 117th Place
Alsip, IL 60803
708-597-0059

EWERT, INC. SALES POLICY

Ordering

We are open Monday through Friday from 8:00 AM – 4:30 PM CDT.

Prices

All prices are subject to change without notice and are not guaranteed. Pricing errors and product specifications are subject to correction. All orders including back orders will be invoiced at prevailing prices at time of shipment unless otherwise specified.

Freight

Shipment will be via UPS surface or the best route of our choice. If another carrier is requested, shipment will be made F.O.B. Shipping Point regardless of invoice amount. All COD accounts will be charged the UPS COD handling fee plus freight charges as applicable. All Residential accounts will be charged the UPS Residential handling fee plus freight charges as applicable.

Payment Terms

For all accounts, payment terms are Net 30 days from invoice date. Accounts not paid within the terms are considered delinquent and are subject to Credit hold. Future orders will not be released until all past due balances are paid in full, including finance charges. Late fees of 2% per month may be added to all past due balances at our discretion.

New Accounts

To establish an open account, please complete and return a credit application. Credit approval normally takes 1 week. To satisfy your immediate needs, we will be pleased to ship your order on a COD basis or charged to your credit card (American Express, Discover, Visa or MasterCard). Our normal freight allowances will apply. However, the COD charges will be added.

Special Orders

We solicit special orders. Special orders require a deposit of 50% except for customers with up-to-date open account status. Delivery on special orders is based on normal factory lead time which varies depending on the manufacturer. We strive to provide the best delivery time available. No cancellations or returns can be accepted on special order merchandise. If there is a factory defect or error, we will accept it for credit or replacement at the manufacturer's option. Special orders may not include prepaid freight.

Returned Goods

Merchandise may be accepted for return if it is accompanied by timely documentation, a Ewert return goods authorization number, is in original packaging and good condition and has not been used. You must include either the invoice number or the date of purchase with your return. Electrical items are returnable, subject to inspection and approval. The manufacturer's warranty time limits apply to products returned as defective and will be accepted for return subject to inspection by the manufacturer or its representative. Special orders, obsolete or discontinued items are not returnable. A minimum 40% restocking fee will be charged for all returns unless defective when received.

Returned Checks

A handling charge of \$35.00 will be made on each returned check. Customers who issue three returned checks within any twelve-month period will be placed on COD Cash only. No orders will be released until monies to cover returned check(s) and handling charge(s) are received.

Claims

All claims for shortage or hidden damage must be made within 5 days of receipt of goods. While in transit, merchandise is the responsibility of the carrier. If there is a loss or damage to your order, we will assist you in making a claim against the carrier.

OCT 2024