

# TERMS AND CONDITIONS

## Orders And Item Pricing

- Wilcor strives to offer the best pricing and minimums for the products we offer.
- There is no order minimum.
- Price breaks for each item are set to accommodate most businesses, with the best quality and pricing
- If you are ordering less than the first quantity listed in the catalog there is a 10% upcharge
- Prices and products are subject to change without notice, sometimes these changes will occur after the printing of the catalogs. You can check [www.wilcor.net](http://www.wilcor.net) for the most current prices.
- After placing your order, any order acknowledgement is available for review upon request to verify items being ordered and pricing
- Wilcor does not sell on consignment or guaranteed sales. Any order or items shipped and refused or returned will incur a 25% restock fee, as well as shipping and handling charges.
- Please request shipment or cancellation of backorders or backorders will be shipped at our discretion

## Terms And Payments

- Sales are tax exempt with your tax number, and a signed tax exempt form on file with us.
- COD available only if shipment is going Wilcor truck, Fed Ex or UPS.
- A fee of \$16.00 per COD tag can be charged per box when shipping UPS or Fed Ex, and not covered under the Freight Saver System.

### *Payment Options:*

- Cash: If option of paying cash is available you must call A/R. Have person sign full name, amount, and date on delivery receipt.
- Credit Card: MC, Visa, DISC, and AMEX are accepted. If the order total is less than \$100, you are subject to a \$5 fee. There is no fee at the time of order, but a 3% fee if order was already invoiced.
- Check by phone (ACH) is available if you return the ACH authorization form located in the rear of the catalog. This form needs to be filled out once unless any account information has changed. You will also need to send us a copy of the check, or an authorized person can call A/R with the following info:
  - Name of person calling, name of authorized person on account
  - Routing number and bank name and address
  - Account number
  - Amount of payment you are authorizing
- Open credit terms: Net 30 days with approved credit application. Wilcor's credit application must be filled out, once approved, it is kept on file. After three years you may be asked to update your information.
- A 2% service charge on past due balances will be charged monthly
- Terms are subject to change depending on payment history
- Terms are on page 1 of invoice. Methods of payment for open credit terms are:
  - Mail check or check by phone at no additional cost, Credit Card at 3% fee if paying after order has been invoiced.
- Note: Any returned payment will be charged a \$50 service charge.

## Contact Information:

- Accounts Receivable (A/R): [accrec@wilcor.net](mailto:accrec@wilcor.net) ext. 711 • Data Entry: [orders@wilcor.net](mailto:orders@wilcor.net) ext. 716
- Purchasing: [purchasing@wilcor.net](mailto:purchasing@wilcor.net) ext. 215 or 217 • Fax: 315-733-3215
- Sales/Customer Service: [sales@wilcor.net](mailto:sales@wilcor.net) ext. 707 • [www.wilcor.net](http://www.wilcor.net)
- Phone: 1-800-346-2345

Hours of operation 8am-5pm EST