



## Terms and Policies

### **HOURS**

- **Customer Service:** 8:00 a.m. to 5:00 p.m. (MST) M-F
- **Warehouse:** 8:30 a.m. to 5:00 p.m. (MST) M-F
- **Accounts Payable/Receivable:** 8:30 a.m. to 5:00 p.m. (MST) M-F.

### **ORDERING**

- Customer Service is open 8:00 a.m. to 5:00 p.m. (MST) M-F. Voice Mail is available after hours.
- Fax to: 303-698-9879 (CO) or 801-975-9797 (UT)

### **TERMS OF SALE**

- **C.O.D. Account:** Company check, MasterCard, Visa, American Express, and Discover accepted. No personal checks.
- **Open Account:** Terms are net due 30 days from invoice date. To open an account, a completed credit application form must be submitted (available from Meadow Creek). Incomplete forms will be returned. Allow 1 to 2 weeks for final credit approval. An invoice is mailed upon each sale. A statement of account is mailed at the beginning of each month.
- **Past Due Accounts:** Delinquent accounts may be placed on C.O.D. status indefinitely. 1 ½ % per month will be charged on past due balances.
- **Returned Checks:** A \$25.00 fee is charged for each returned check.

### **PRICING**

- Meadow Creek's prices are available only to qualified buyers. Possession of Meadow Creek's Price List does not necessarily allow the holder to buy at the prices listed.
- Special Price Quotes and Quantity Discounts are available. Contact a Meadow Creek Sales Manager for more information.
- All prices are subject to change without notice. Meadow Creek is not responsible for pricing errors.

### **SPECIAL ORDERS**

- Non-stock items may be special ordered. Special order items are non-returnable. Payment in advance may be required. Freight from the manufacturer will be an additional charge unless the item arrives with Meadow Creek's regularly scheduled factory Stock Orders. A \$4.85 handling charge will be added for all special orders.

### **DELIVERY and FREIGHT**

- **Daily Delivery** is available to most destinations in **Colorado's Front Range** and **Utah's Wasatch Front**. Ask Customer Service for current route schedules and cut-off times.
- **Pre-Paid Freight Programs** are available to most destinations not serviced by Daily Delivery. Free freight is allowed for minimum order amounts ranging from \$200 to \$1250 depending on the destination. Ask Customer Service for current minimum order requirements. Items including Bed Liners, Bed Mats and Transfer Tanks may be assessed a surcharge when shipped with a Free Freight order. Meadow Creek reserves the right to use the carrier of their choice when shipping Free Freight orders.
- All other orders will be shipped freight-collect or with freight-added.

### **IN TRANSIT DAMAGE and SHORTAGES**

- Inspect all merchandise upon delivery. It is the sole responsibility of the freight carrier to deliver goods intact. Therefore, all in-transit damage and lost freight claims must be made directly against the carrier and should be reported immediately.
- Within shipment shortages must be reported to Meadow Creek the same day.

### **STOCK ADJUSTMENTS and NEW RETURNS**

- Product in new and saleable condition may be returned for credit within one year of original date of purchase.
- Stock returns may not exceed 5% of a customer's previous 12-month's purchases.
- A 22% restock fee may be assessed and / or an offsetting order may be required.

#### **Stock Return Procedure**

- Item(s) must be in new and saleable condition with original packaging intact to be eligible for return. Special order items are non-returnable.
- The reason for return and original invoice number must be reported to Meadow Creek prior to issuance of a Returned Goods Authorization Number (RGA#). An RGA# is required before any product will be accepted for return.
- Upon issuance of an RGA#, the item(s) may be returned on Meadow Creek's scheduled delivery truck or by the customer at their expense. Meadow Creek does not pay freight on returned goods.
- Upon receipt and inspection, Meadow Creek will either issue credit or deny the item(s) as ineligible for return.

### **WARRANTY RETURNS**

- All products sold are covered only by the Manufacturer's stated warranty and may be returned for credit only if the defect can be attributed to the manufacturing process. Freight damage is not warrantable.

#### **Warranty Return Procedure**

- The reason for return and original invoice number must be reported to Meadow Creek prior to issuance of a Returned Goods Authorization Number (RGA#). An RGA# is required before any product will be accepted for return.
- Upon issuance of an RGA#, the item(s) may be returned on Meadow Creek's scheduled delivery truck or by the customer at their expense. Meadow Creek does not pay freight on return item(s).
- Upon receipt and inspection, Meadow Creek will either issue credit or deny the item(s) as ineligible for return.