



Great Lakes INTERNATIONAL, INC.

TERMS & CONDITIONS

ORDERING: Great Lakes International (GLI) will accept your orders for product by phone, fax, or email. We ask that all purchase orders include a P.O. number, pricing, product description and part number(s). Phone orders and purchase orders without part numbers will be accepted only with the understanding that GLI is not responsible, and will not pay, for freight costs to return incorrect product. In addition, any product returned for credit that was placed by phone, or without part numbers, may be subject to a 15% restocking charge. GLI reserves the right to accept or reject any order for goods and/or services.

MINIMUM ORDERS: Minimum order is \$25.00 net, exclusive of freight charges and taxes. Orders that are less than \$25.00 will be accepted with a \$10.00 order processing fee.

ORDER CONFIRMATION: Orders placed with GLI can be confirmed by fax or email. Any discrepancies in pricing, part numbers, descriptions, and/or case quantities will be shown on the order acknowledgement. It is the customer's responsibility to review the order acknowledgement and contact GLI immediately if any changes are required. If we do not hear from the customer regarding the order acknowledgement, we will process the order according to the acknowledgement.

PAYMENT TERMS: Terms of payment on open account are net 30 days from the date of invoice, unless otherwise stated and mutually agreed upon by both parties. GLI requires a Credit Application be completed and approved prior to shipping on open account status. Open accounts must be kept current to maintain open account status. Credit will not be extended to accounts with poor credit history.

Past due accounts will be charged interest at 1-1/2% per month. Orders will not be shipped if any account is past due and/or until payment has cleared. Large orders and/or custom orders may require a down payment with purchase order.

Customers without approved credit, within the USA, GLI will require payment prior to shipment by check, money order, wire transfer, or credit card. GLI accepts Visa and MasterCard. C.O.D. shipments are to be paid by cashier's check or money order. Wire transfers under \$1,000.00 may be subject to surcharges.

Customers without approved credit, outside of the USA, GLI will require all payments in U.S. dollars and must be made in advance by money order or wire transfer. Wire transfers under \$1,000.00 may be subject to surcharges.

NSF (NON-SUFFICIENT FUND) CHECKS: There is a \$35.00 charge for all returned NSF checks.

INVOICING: All shipments are invoiced the day of shipping. Customers are required to pay all invoices in full within terms. Short payments on invoices are not acceptable. All questions regarding invoices and payments must be addressed with our accounts receivable department prior to invoices becoming due.

FREIGHT: All shipments are F.O.B. Factory (Racine, Wisconsin), unless otherwise specified. Orders are shipped via UPS, common truck carrier, or GLI truck. The method of shipment should be specified by the customer on the purchase order or GLI will choose the best method of shipment. GLI reserves the right to bill for freight charges or incidental additional freight costs that are charged to us, on your behalf. Freight quotes are estimates based on the best information available. We will bill based on actual freight charges that are incurred on your behalf.

SHIP DATES/LEAD TIMES: In-stock orders are normally shipped within one business day. GLI will always make every reasonable attempt to meet a requested delivery date, but will not be held responsible for delays due to conditions beyond our control. Special orders, large orders, or product not in stock may require additional lead time. Items out of stock are automatically back ordered and shipped when received, unless it is requested on the purchase order to be held and shipped complete.

PRICES: We will attempt to notify customers in advance of price change information. However, prices are subject to change or correction without notice.

QUOTES: Written quotations are valid for a period of up to 30 days, or for the term stated on the quote, whichever is shortest. It is your responsibility to request a current published price sheet or a quote in writing for price guarantee. We cannot be responsible for a miscommunication or misunderstanding of a verbal quote. Quotes are exclusive of all freight charges and tax.

PACKAGING: Prices include packaging that is satisfactory for truck or air shipment at no additional cost, unless otherwise stated.

TAXES: Taxes are not included in pricing. Quoted prices are exclusive of all freight charges and tax. Purchaser shall be responsible for payment of all applicable state/local sales, use and/or gross receipts' taxes resulting from transactions with GLI, regardless of placement of liability for the tax by law. Orders shipped within Wisconsin and Indiana are subject to applicable State and County tax, unless a completed Tax Exemption Certificate is on file.

PRODUCT RETURNS: A Return Material Authorization (RMA) number must be obtained from GLI prior to any returns being shipped or accepted. A RMA Form must be completed and forwarded to the customer via fax or email, to be returned with material.

All material received will be inspected upon receipt. Any claims that the material is not acceptable, should be made in writing, within 10 days. All returns for warranty consideration must be returned freight prepaid. Freight collect returns will not be accepted. Returns determined to be in warranty will be replaced or repaired, and will be returned to the purchaser prepaid by surface freight. All merchandise returned for credit, other than warranty claims, may be subject to a twenty percent (20%) restock charge. Special or custom orders are non-returnable.

RESTOCK: A minimum restocking charge of 20% or \$25.00, whichever is higher may be charged. Orders shipped incorrectly by GLI are not subject to restock charges and correct items will be shipped prepaid by surface freight. All other returns are subject to the restock charge. Goods must be in the original packaging/container, in saleable condition, and within 30 days from date of purchase to be considered for restocking. Any replacement goods shipped will be billed, and credited when incorrect goods are received and inspected at GLI.

FREIGHT CLAIMS: GLI is not responsible for damage or loss incurred during shipping. All shipments must be inspected for damage and counted for shortages at the time of delivery. Freight claims must be made immediately and directly to the freight carrier. Any damage or discrepancy must be noted on the bill of lading/shipping document and reported to GLI within 48 hours of receipt of merchandise. GLI will assist, as much as possible, in settling claims with freight carriers.

CANCELLATION/CHANGE ORDERS: Changes to an order may be made at no charge prior to the processing of any order. Deletions and/or changes to an order after it has been processed may be subject to a \$25.00 minimum handling charge. Changes may delay the original shipment or may result in a separate shipment. Non-stocked items or orders per customer specifications may not be cancelled once special material has been ordered and/or production has been started.

WARRANTIES: Most GLI products come with a limited warranty covering materials and workmanship. Some products sold by GLI have no warranty, or they are covered by the original manufacturer's warranty. GLI expressly disclaims any liability for consequential damages resulting from the failure of its products to perform as specified. Please contact us if you require specific warranty information.

GLI TERMS AND CONDITIONS POLICY: Should any of our terms and conditions be contrary to or inconsistent with any terms and conditions contained in any purchase order form or other document between GLI and the customer, which is prepared by the customer and whenever executed, the provisions hereof shall be controlling and shall supersede the conflicting terms and conditions which are contained in such other document. No changes shall be made to our terms and conditions unless prior written authorization by GLI.

Great Lakes International, Inc.

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