

GENERAL TERMS AND CONDITIONS OF SALE

Acceptance: Orders become binding upon Winholt only when accepted by our Customer Care Team. Representative or dealer is not authorized to bind orders.

Orders accepted by Winholt cannot be cancelled without written approval and are subject to cancellation charges.

New Accounts: Please submit three (3) credit references, a bank reference with telephone number and contact person along with your Dun & Bradstreet number. We also require your Federal ID number or owners social security number and a copy of your Sales Tax Exemption Certificate wherever applicable. Allow three (3) to five (5) days to process your credit approval. For information concerning your credit status, please e-mail AR@winholt.com or call accounting at 516-222-0335.

Terms: Net thirty (30) days on open accounts from the date noted on the invoice. Open accounts will only be established upon receipt of satisfactory credit references.

Prices: All prices, specifications and discounts are subject to change without prior notice. Overall dimensions are as listed and these dimensions are nominal. The latest price list supersedes all other lists and any previously printed price materials. Prices are F.O.B. factory and do not include federal, state or other sales related taxes. Possession of the price list does not constitute an offer to sell. A freight surcharge may be imposed on shipments made out of our distribution centers.

Tax: Any tax or other governmental charge upon production, sale and/or shipment of goods, now imposed by federal, state or municipal authorities, or subsequently becoming effective, will be added to the price provided and will be paid by the buyer unless a completed and signed tax exemption certificate for appropriate state(s) is provided to Winholt.

Freight/Routing: Method of shipment will be determined by Winholt unless otherwise directed. When Winholt routes your order, per your request all units will ship at the standard freight class as determined by the carrier based on the weight & dimensions of the final shipment. Freight class listed in the catalog may not apply.

Damaged, Shortages and Lost Shipments: For shipments FOB Shipping point: Winholt will not be responsible for merchandise damaged in transit. All merchandise will be provided to carrier in good condition. All shipments should be inspected immediately upon receipt and any damage must be reported to the carrier at that time. For freight damage and loss in transit, it is the buyer's responsibility to file a freight claim against the carrier. Keep all concealed damaged goods and shipping containers for later inspection. For shipments FOB Destination: Winholt selected carrier service. All shipments must be inspected immediately upon receipt and any damaged merchandise must be notated on the POD and refused at time of delivery. All concealed damages and/or shortages must be reported to Winholt Customer Care Team within 48 hours of delivery. Winholt will not be responsible for any concealed damages or shortages not reported within 48 hours after delivery. All claims for damages and shortages notated on the POD will be processed by Winholt. Winholt reserves the right to request damaged merchandise to be returned to our facility for inspection prior to any credit being issued for the merchandise. Shortages: Shortage claims will not

be considered unless Winholt Customer Care Team is notified within 48 hours after receipt of shipment.

Returns: To return merchandise, you must receive a return merchandise authorization Number from the Winholt Customer Care team. Merchandise is to be returned with transportation charges pre-paid and is subject to a minimum 30% restocking fee. Any return product shipped FOB Shipping Point will be refused to the carrier and all returns without a Winholt RMA# notated on the shipper's paperwork will be refused to the carrier.

Customer Care Team: For information about our products, orders placed, or to place a new order, you may call our Customer Care Team toll free at 800.444.3595 between the hours of 8:00 a.m. and 5:00 p.m. CST, Monday thru Friday, Fax your order to 516.921.0538 or e-mail us at customerservice141@winholt.com.

Parts Service/Warranty Claims: For parts service information or warranty questions, please call our Customer Care Department toll free at 800.444.3595 between the hours of 8:00 a.m. and 5:00 p.m. CST, Monday thru Friday, Fax your inquiry to 516.921.0538 or e-mail us at customerservice141@winholt.com. Be sure you or your customer has the following information available when calling if applicable:

- o Model Number
- o Name of Dealer
- o Serial Number
- o Installation Date

How To Order: Call toll free: 800.444.3595 if you have questions, otherwise fax or e-mail your P.O. to:

- o Fax: 516.921.0538
- o e-mail: orders@winholt.com

When placing an order, please provide us with complete information on your purchase order:

- o Purchase Order Number
- o Complete Bill To Address
- o Contact Name & Phone #
- o Winholt Payment Terms
- o Winholt Model# & Price
- o Desired Delivery Date
- o Specify Freight Carrier, if desired, on Collection or 3rd party shipments
- o Quotation Date and Number (if applicable)

(Note: If freight carrier is not specified, Winholt will specify.)

Minimum Orders: Are \$2,500, an additional Ship/Handling fee for all drop shipped orders/shipments of \$50 per order.

Bids & Quotations: Call 800.444.3595 and speak to a Winholt Sales Associate. Most quotations can be given at the time of call, the exception being large custom specifications which take between 24-48 hours. Quotations are valid for thirty (30) days from the date of quotation, unless otherwise noted on the quote.

Credit Card Purchases: We accept MasterCard, Visa and American Express. For credit card usage a convenience fee of 4.5% applies.



In line with our policy to continually improve our products, Winholt reserves the right to change materials and specifications without notice.