

# Terms & Conditions



**SALES OFFICE HOURS:** Our sales department is open 8:00 AM to 7:30 PM EST Monday-Thursday, 8:00 AM to 6:30 PM Friday. Order lines are also open Saturdays from 10:30 AM to 2:30 PM EST. Saturday customer pick up and shipping by appointment only.

**PRICES:** Prices are subject to change without notice. Prices in effect at time of order will be applied.

**CATALOG ERRORS:** The pricing and specifications in this catalog have been carefully checked before printing and are deemed correct, however, no responsibility can be assumed for inaccuracies that may exist. All information in this catalog is subject to change without prior notice.

**LARGE QUANTITY QUOTATIONS:** We welcome requests for quotation on quantities in excess of the maximum amounts published in our price list. OEM and non catalog inquiries are welcome for items not listed in our catalog. Some items may be subject to minimum order quantities.

**MINIMUM ORDERS:** \$100.00 minimum order. All orders under \$100.00 are subject to a \$10.00 handling charge. Minimum order to open a new account is \$250.00.

**OUT OF STOCK MERCHANDISE:** Out of stock merchandise will be held back for no more than 60 days and shipped when stock becomes available.

Back orders of less than \$25.00 will be automatically canceled. NACE has the option to substitute any item on backorder for a comparable item of equal or greater value.

**WILL CALL SERVICE:** Customers in close proximity can avoid will call waiting time by phoning orders in 1 hour prior to picking up.

**TERMS:** Net terms to approved accounts. All other accounts C.O.D., prepay, or Credit Card. For your protection, credit cards are accepted only with signed credit card authorization on file. All customers must provide sales tax resale number. All merchandise is sold with the intention of resale by the purchaser. A 3% surcharge will be applied to all NET accounts that are paid via credit card.

**DECLINED CREDIT CARD FEE:** All declined credit card orders will be charged a \$10.00 service charge. The fee will be charged in the freight field of the order.

**DISCOUNTS:** Shipper to be determined by NACE on all orders that NACE is paying the shipping charges.

**PAST DUE ACCOUNTS:** All accounts over 60 days will be shipped C.O.D. ONLY. ACCOUNTS OVER 90 DAYS WILL BE NOTIFIED AND TURNED OVER FOR COLLECTION 10 DAYS AFTER NOTIFICATION.

**FINANCE CHARGE:** 1.25% per month on all invoices over 30 days.

**RETURNED CHECK CHARGES:** Customer will be charged \$50.00 each time a check is returned for any reason.

**COLLECTION:** Customer is responsible for any costs or fees necessary to collect past due accounts.

**BILLING INQUIRES:** All billing and account status inquiries should be directed to the accounts receivable department 8:30 AM to 5:00 PM Mon.-Fri.

**FREIGHT:** All orders are shipped F.O.B. West Chester, PA; St. Peters, MO; or Las Vegas, NV unless otherwise specified. Orders are shipped UPS ground or freight carrier. Please be sure to specify for special 3 day, 2 day, or next day service if needed. We also offer carrier truck service for heavy or large shipments and next flight out for same day shipping. For your protection, shipments are automatically insured for damage or loss in transit. Loss or damage in transit must be filed with carrier within 10 days. Middle Atlantic Products are not eligible for free shipping at any time. All freight charges are subject to dimensional/oversize carrier weight regulations. Addresses determined by carrier as residential are subject to residential delivery rates.

**SAME DAY SHIPPING:** The majority of orders received by 5 PM E.S.T. Are processed and shipped the same day if credit has been established and the account is in current standing.

**SHORTAGES AND INCORRECT SHIPMENTS:** Must notify NACE within 10 days from invoice date.

**REPAIR/RETURN MERCHANDISE:** Must have a return material authorization # (RMA) which can be obtained by calling your account representative. Product may be repaired/replaced/credited at our option. Cabletronix product is returnable for repair for a one year period from the date of purchase; other product is supported in accordance with manufacturers policy; or for 90 days; whichever is applicable. Original invoice number, quantity, item number, and description of reason for return are required to issue RMA. Any return merchandise is to be sent back freight prepaid. Some products are required to be sent back directly to the manufacturer. NACE reserves the right to deny requests for returns at their discretion.

**RETURN OF MERCHANDISE:** Merchandise being returned for credit must have a return material authorization number. Merchandise being returned for credit must be returned within 90 days of date of purchase and are subject to restocking charges. Merchandise and packaging materials must be in original factory condition. Product returned can not be altered in any way. This includes any type of marking, writing or labeling on the product. Credits will be issued as merchandise credit only, no cash refunds. Any orders refused by the customer may be subject to restocking fee. If a customer refuses an order for any reason, NACE will be compensated for all shipping charges.

**REFUSED ORDERS:** Refused orders will be charged a 20% restocking fee.

**NO REFUNDS WITHOUT SALES INVOICE:** Equipment must be inspected before any decision is made on refunds. Most sales are final. No cash refunds. Credits only will be issued for the amount paid on original invoice.

**SPECIAL ORDER ITEMS:** Special order items are non-returnable. Special order items must be paid in full upon ordering.

**RECEIVER RETURNS:** Any receivers that are returned with an access card that has been authorized will be charged a card clearing fee of \$50.00.

**PRICING INFORMATION:** Prices do not include freight or shipping charges, unless specified.

**BROKEN PACK QUANTITY:** All broken pack quantities will incur a 10% surcharge.

**PLACING ORDERS CONSTITUTES ACCEPTANCE OF ALL TERMS AND CONDITIONS STATED ABOVE.**

**BANK WIRE INFORMATION:** Current bank wire information is on our website at <http://www.northamericancable.com/about/bankwireinfo.asp>

NACE is not responsible for any liability, health hazard or injury developed from the use or misuse of products supplied by NACE. The intent of this catalog is to provide as complete a reference to products we carry as possible. However due to the technical nature of the products, it is impossible to cover total subject matter in any one catalog. Therefore, we recommend the users of these products contact our sales department for detailed information on product compatibility, proper uses, current developments and updated specifications.

This is a notice to inform you that content passing thru certain devices in this marketing material may contain strong language or depictions of violence, sex or substance abuse. Some of these units contains no parental control features. Parental discretion is advised.

N.A.C.E. Toll Free Order Line: (800) 688-9282  
Toll Free Fax Order Line: (800) 230-1793  
Business Phone: (610) 429-1020  
Business Fax: (610) 429-3060  
Web: [www.northamericancable.com](http://www.northamericancable.com)  
Sales Email: [sales@northamericancable.com](mailto:sales@northamericancable.com)

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