



## HERITAGE MILLWORK INC

local 763-323-7501

watts 888-323-7501

www.heritagemillworkinc.com

# Terms and Conditions

### SALES:

We sell wholesale only to established customers. Possession of this or any Heritage Millwork Inc price list is not to be construed as an offer to sell products or services. No sale will be made without prior approval by our sales and credit department. No sales will be made on past due accounts.

### PRICES:

Prices are subject to change without notice. Products & service will be invoiced on a net (cost) basis. Priced from the order date, and are invoiced the date of shipment. For volume purchases, contact your area sales representative.

### CLAIMS:

Claims for shortages, errors or damage in shipment by our trucks must be made at time of delivery. By signing the delivery ticket, you are acknowledging that the material was received and in good condition. **Will Call Shipments:** it is the responsibility of the customer to inspect merchandise for defects or damage before leaving with the merchandise. HMI is not responsible for merchandise damaged in shipment after it has been picked up. **Carrier Shipments:** our responsibility ends with the acceptance by the customer or the carrier. If you should receive damaged merchandise, claims should be directed to the carrier who delivered the merchandise.

### DELIVERY:

All prices are F.O.B our warehouse. There is no delivery charge on our regular truck routes. Direct from manufacturer deliveries and job site deliveries, are subject to freight expenses. Deliveries to third party locations can be arranged at the time of order and are subject to additional fees, including demurrage.

### MOULDINGS:

Specified lengths are subject to availability and are priced with a 30% upcharge from the random length (R/L) price. Random length mouldings may be shipped and billed up to a 10% overage.

### RETURNS:

Returns for defective and damaged product needs prior authorization from your area sales representative. Our drivers are not permitted to accept returns without authorization.

Only Heritage Millwork Inc's standard stock inventory items, in the original package, clean & in resalable condition may be returned. Product(s) that do not meet these criteria will be disposed of and no credit will be issued. All authorized returns must be made within 90 days of original invoice date. Credit will be issued on the original invoice price, less a minimum 30% handling, processing and restocking fee. A \$30 minimum per invoice will be required for all returns.

### NON RETURNABLE ITEMS INCLUDE:

**Prehung door units, machined door slabs, cut down or assembled products are not returnable.**  
**Material that was pre-finished is not returnable.**  
**Special order products are non returnable.**

### MINIMUM ORDER:

All deliveries are subject to a \$250 net minimum order. UPS, Speedee & FedEx deliveries are subject to a \$10 net shipping and handling charge. Orders that ship out UPS, Speedee or FedEx are not guaranteed for the next day.

### CANCELLATIONS OR CHANGES:

Once production has started on your order, no changes can be made. All special orders will be held until a signed acknowledgement is received. No special order products can be cancelled once the order is placed with our manufacturer. Please read your acknowledgement carefully.

### BACKORDERS:

All backorders will be shipped as soon as possible.

### WILL CALL ORDERS:

All will call orders must be picked up no later than two weeks from the order completion date. Any orders not picked up are subject to be delivered and invoiced with delivery charges added if under the minimum \$250 order.

*"Quality & Service Are Not Expensive, They Are Priceless"*

HMI Terms  
August 2022