

TERMS & CONDITIONS / LEGAL

FOR SHIPMENTS OUT OF US ONLY

Payment Terms

Net 30 days to approved accounts. A 2% per month service charge will be incurred if the account is 30 days or more past due. No C.O.D. orders accepted.

Credit Cards

TableCraft accepts credit card payments for Cash-in-Advance accounts only. Minimum credit card order is \$250.00 NET. We accept Visa, MasterCard, American Express and Discover. TableCraft reserves the right to assess a surcharge/convenience fee to all credit card transactions.

New Accounts

Minimum opening order is \$2,500 NET. Provide resale number and trade references.

Minimum Orders

For orders less than \$100 NET, a \$15 NET processing fee will be added. No processing fee on parts only.

Customer Pick-ups

Appointments for merchandise pick-up must be scheduled a minimum 24 hours in advance by contacting our customer service department.

Custom Orders

Orders for custom products may require a deposit. All custom orders require a separate purchase order and are non-cancelable. Professional Bakeware cast aluminum, templates, tabletops, and action stations are custom orders. Costs incurred to produce/procure a custom product that has been canceled, will be the responsibility of the customer. TableCraft's standard freight terms apply. Delivery of products within 10% + or - variance of the ordered quantities constitutes fulfillment of the custom order, with payment to be made on the basis of actual delivery.

International Orders

All orders payable in U.S. funds. International orders will be accepted against wire transfers, checks and credit cards unless credit has been established. F.O.B. TableCraft Distribution Center. Minimum order is \$250 net. Orders under \$250 will be accepted with a \$15.00 processing fee. International orders under \$100 will not be accepted.

Additions / Changes to Orders

Depending on the time that an order is received, add-on's cannot be guaranteed. Any changes or cancellations requested after an order has been generated for processing may be subject to a 10% change/cancellation fee.

Backorders

TableCraft reserves the right to cancel backorders on prepaid shipments. Add-ons are not allowed on prepaid backorders.

Shipping Dates

Once the order acknowledgment is generated, order ship dates are based on current production schedules. This is not a guaranteed commitment to ship on that date. Orders requesting next day or 2nd day air delivery must be placed prior to 11AM CT, and same-day shipments cannot be guaranteed.

Returns

Contact your local sales representative to request a written return authorization. Return request must be received within 60 days of shipment from TableCraft. Goods must be returned to TableCraft within 30 days of RA issuance in original cartons- full cases only. Returns must be prepaid and are subject to a 25% restocking charge. A return authorization number must appear on all returned cartons. Credit will not be issued for discontinued products, custom items or unauthorized returns. Professional Bakeware cast aluminum vessels and templates are considered custom products and are not returnable.

Damages & Shortages

Inspect shipments immediately. All shortages /damages must be reported to TableCraft **within 48 hrs.** of delivery date. Drop Trailer deliveries must be reported to Carrier & TableCraft **within 24 hrs.** of delivery date. Any delivery without supporting inspection documentation of a claim or a Proof of Delivery with short/damage notations, will not be honored for review or credit. If damaged merchandise is to be returned, authorization must be obtained from TableCraft.

Freight Accessorial Charges

TableCraft is not responsible for additional accessorial freight charges beyond normal delivery. Additional charges will be added to invoices or charged at a later date. Charges include, but are not limited to:

- Lumper services
- Inside delivery charges
- Liftgate charges
- Non-business delivery hours
- Sort and segregate fees
- Redelivery charges

These charges are additional services beyond normal delivery and are not included in the prepaid freight program.

Ship Points

TableCraft ships from Gurnee IL, 60031 and Willis TX, 77378. Items manufactured at our Texas facility can not be combined with items from our Illinois facility on orders. TableCraft requires separate purchase orders for each ship point.

Disclaimer

TableCraft is not responsible for printing errors. Case packs, specifications, terms or conditions of sale are subject to change without notice. Pictures for reference only. Patterns may vary—form, fit and function remains the same.

PRODUCT LIFETIME GUARANTEES

TableCraft Products Company guarantees that our Can Openers are designed to provide years of dependable use and are constructed with the utmost quality materials and craftsmanship. Can Openers 10444W, 10444BK, 10518BK listed on page 299.

If you find that your Can Opener is defective, please return to TableCraft Products Company for inspection. If the item is found to be defective, we will promptly repair or replace. If the item is no longer available, we will replace the item with one of similar quality and value. To maximize the life of your Can Opener, please make sure to adhere to the proper care and use instructions. It is important to note that this lifetime guarantee does not cover normal wear and tear, misuse or abuse.

TableCraft Products Company guarantees that the Ceramic Grinding Mechanism used within the construction of our Salt & Pepper Mills is designed to provide years of dependable use and is constructed with the utmost quality materials and craftsmanship. Salt & Pepper Mills (10924, 10925, 11689, 11832) listed on page 149.

If you find that your Salt & Pepper Mills are defective, please return to TableCraft Products Company for inspection. If the item(s) are found to be defective, we will promptly repair or replace the item(s). If the item(s) are no longer available, we will replace the item with one of similar quality and value. To maximize the life of your Salt & Pepper Mills, please make sure to adhere to the proper care and use instructions. It is important to note that this lifetime guarantee does not cover normal wear and tear, misuse, or abuse.

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