

Terms and Conditions

The following terms and conditions apply to any approved customers. Dundee Manufacturing Company will qualify or disqualify a customer based on certain due diligence. We reserve the right to change the Terms and Conditions at our sole discretion. If there is a change in the performance of the account Dundee Manufacturing Company reserves the right to change the payment terms at its sole discretion.

How to Order:

Call (734) 529-2540 and speak to a customer service representative to obtain pricing. Inquiries or purchase orders can be emailed to csr@dundeemfg.com or faxed to (734) 529-3583.

Credit Terms:

All credit terms will be Net 30 days, discounts can be offered on an account by account basis. Please contact your local Sales Representative or visit our website at www.dundeemfg.com to download the Credit Application and send it to csr2@dundeemfg.com or fax it to (734) 529-3583.

Past Due:

Any account that exceeds (60) days will be subject to a late fee of 1% per month. Terms will be revoked if payment terms are not met.

Pricing: *All Prices are subject to change without notice.

Large volumes can qualify for discounted pricing. Please call our customer service representative or email at csr@dundeemfg.com to receive a quote.

Minimum Order:

No order for merchandise will be rendered for less than a minimum charge of \$100 Net, excluding transportation charges.

Prepaid Freight Policy:

Dundee Manufacturing Company will pay full freight to a single destination within the Continental United States excluding Hawaii, Alaska and Puerto Rico on orders exceeding \$850.00 NET. Dundee Manufacturing Company will allow a 5% discount for customer pick-up on orders totaling at least \$850.00 NET.

International Shipping:

Dundee Manufacturing Company does provide international shipping, however all shipments will be FOB Dundee. Customer is responsible for all freight and customs charges that may occur. All international orders will be subject to extended lead-time due to customs and transit time. Customer will need to provide any and all necessary custom forms for shipment to be delivered into the country.

Lead-Times and Order Changes:

All orders that are submitted after 2:00pm will be processed for the following business day.

Dundee Manufacturing Company strives to ship stock item orders within 24-48 hours. Non-stock items will require additional lead-time. *Stock orders with large volumes may require up to one week additional lead-time.

We make every effort to abide by your instructions, however any changes made to a Purchase Order that has been confirmed may acquire additional fees.

Weight Variance:

The weights are an approximate due to range of thickness on the steel. All Dundee Manufacturing Company weights are considered final.

Shipping Discrepancies and Defective Material:

Any damage to a shipment of product that appears to be mis-handled must be reported when receiving the shipment. Within 15 days from the time the shipment was received, the Customer shall give written notice to Dundee Manufacturing Company of any claim that the goods are defective in any manner, pictures of the defective goods will be required. Any material which proves to be defective will be replaced at no charge. Dundee Manufacturing Company is limited to actual replacement of product involved and accepts no responsibility for labor or kindred claims.

Dundee Manufacturing Company will not be responsible for any shipping errors after 15 business days of shipment delivery. Orders that ship collect will be the sole responsibility of the customer. Damages or shortages will need to be addressed with the carrier and a claim will need to be filed. Dundee Manufacturing is not responsible for any damage or shortage due to third party carrier.

Return Policy:

No material will be returned without written permission and a (RGA) return goods authorization number assigned from DMC. After 6 months of purchase no returned material will be accepted. Products that are returned without an RGA number, damaged or in any other condition that it was shipped will be refused. The RGA is valid for 30 days after issue date. Any material authorized for return will be subject to a handling charge as well as a 15% restocking fee. Customer will be responsible for any and all freight charges occurred during the process of returning any material. Dundee Manufacturing reserves the right to alter the Return Policy at any time.

Liability of Use:

Dundee Manufacturing Company will not be liable for any damages or injury that may occur due to improper use of the product during installation. This includes, but not limited to the attempt to utilize the material under conditions that exceed the designed capabilities or using product other than its intended use.

WARRANTY:

Dundee Manufacturing Company warrants product(s) to be without defect, in material or workmanship, for one year from date of shipment. Provided good building practices and meeting all requirements of all applicable Federal, State and Local laws, rules, regulations, building standards and codes are applied during installation. Dundee Manufacturing will replace any product(s) that appears to have been defective in material and/or workmanship and is covered by the warranty.

Warrant will be effective if and only if:

(1) product was installed in accordance of supplied instruction or residential/commercial use practices that are approved by existing Federal, State and Local building laws, rules, regulations, building standards and codes. (2) product has not been misused or damaged through improper care and does not show signs of rust, corrosion, degradation or any other internal/external damage. (3) product has not been modified, altered or repaired by any 3rd Party company aside from Dundee Manufacturing Company. (4) product was approved during inspection after installation. (5) product was not altered or damaged by uncontrollable, outside influence or natural causes. Dundee Manufacturing is not responsible for any installation, removal of product or additional cost incurred for any maintenance, inspection or re installment of product due to natural wear and tear and is not covered under warranty. Dundee Manufacturing reserves the right to modify or improve any product. THIS WARRANTY EXCLUDES ALL OTHER WARRANTIES EXPRESSED OR IMPLIED. DMC MAKES NO OTHER WARRANTY CLAIMS EXPRESSED OR IMPLIED OTHER THAN THE ABOVE EXPRESSED WARRANTY.