

## Terms & Conditions

### Free Delivery / Small Order Charge:

We offer **FREE** delivery within our delivery area on in stock catalog items totaling over \$45.00 (excluding tax). Orders under \$45.00 will be assessed a small order charge of \$12.00. All orders will ship via **TCOS** trucks within delivery area. If delivery is to be made outside of our local delivery area, we will charge you a delivery charge based upon the delivery charges that we incur.

### Furniture Delivery Policy

We will deliver furniture in its original carton to your loading dock or cleared inside area at no charge. For installation or difficult deliveries, i.e. assembly, uncrating, no elevator, door removal, etc., please ask your sales representative for a delivery/set up quote.

### Next Day Delivery:

All orders entered and cleared by 4:00 PM are eligible for TCOS next business day delivery. Products must be in stock at our local warehouse. This program applies to shipments within our local delivery area. Product not in stock locally, but available from satellite locations, will be drop-shipped to you and should arrive within 1-4 business days.

### Same Day Rush Deliveries:

Occasionally you may require an order on a rush, same day delivery basis. All same day deliveries will be subject to a minimum delivery charge of \$18.00. The actual cost may vary depending on the type of service ordered, and the mileage involved.

### Payment Terms:

Our terms are net 30 days from the date of the invoice. All returned checks will be subject to a \$40.00 processing fee. Balances over 30 days will be charged a 1-1/2% per month (18% annual) in accordance with state laws. Furthermore, all accounts over 90 days past due will be placed on credit hold and no further shipments will be made until the account is current.

### Pricing Information and Policies:

Twin City Office Supply reserves the right to update prices, product specifications and policies without prior notice. We reserve the right to correct any printing errors should they occur.

### Return Merchandise:

One area a company can reduce costs is by reducing the amount of product returned. You can help us reduce these costs by simply taking steps to ensure that the items you order are what you really want. Should the need arise to return a product, please follow these guidelines:

- Call your Customer Service professional for a return authorization within 15 days of receipt of your order
- Make sure the product is in the original, undamaged and unmarked box.
- Defective items are exempt from re-stocking charges if they follow the manufacturer's warranty guidelines and are returned to us within 45 days.

If Twin City Office Supply is not notified of a return within 15 days after the product is delivered, product return is contingent upon:

- Twin City Office Supply receiving a return authorization from the manufacturer.
- If authorization is approved, a restocking fee will be charged.

Please note:

- Food and drink items are not returnable.
- Special order items, not in our current catalog, are not returnable unless damaged or defective.
- No item can be returned to us over 90 days after receipt of order.

### Shipping Errors:

All claims should be made within 48 hours of delivery of goods if possible. Returns must be in the original package and factory sealed where applicable. If not received by us in salable condition, the item will be returned to you and no credit will be given.

### Product Damaged in Transit:

If you receive a package that has been damaged due to shipping please contact us immediately.