

BUSINESS HOURS: 8:00 to 4:30 Monday through Friday



TERMS AND CONDITIONS: With approved credit, our regular terms are net 30. All invoices past 30 days will be subject to a service charge of 1.5% per month (annual percentage rate of 18%). We will be pleased to set up an open account for your business. Our credit department will expedite your order and contact your firm only if additional information is required. Credit card, COD or prepaid options are also available.

SALES TAX: We will add sales tax as required by law. If you are tax exempt, please submit a copy of your tax exemption certificate with your order. SALES TAX is required by state law to be charged on all tools unless for resale. A note will be needed for our records for this exemption.

NSF CHECKS: All checks returned to us because of insufficient funds or account closed will be subject to a \$20.00 service charge.

PRICING AND AVAILABILITY: Raw material costs beyond our control make it necessary for us to reserve the right to **change prices without notice**. While all products shown are available at the time of publication, continued availability cannot be guaranteed.

OUT OF STOCK ITEMS: If you order an item which is temporarily out of stock, we will notify you as soon as possible as to when we anticipate the item will be available for shipment.

FREIGHT TERMS: All prices are FOB our warehouse.

LOCAL DELIVERY CHARGES: Scheduling and minimums for our delivery depend upon your location. Please inquire.

U.P.S. SHIPMENTS: Orders for stock items placed by 2:00 P.M. will be shipped the same day. We do our best to ship your order the same day it is received, it is to your advantage to phone your orders in as early as possible to assure same day service. If you need fabricated foam pieces or non-standard foam sheets, please place your order as soon as possible in order to give our cutters time to cut your foam to your specifications.

SMALL ORDER CHARGE: All orders under \$25 will be subject to a \$2.50 service charge.

DAMAGED GOODS: Despite our best efforts, items occasionally do become damaged or lost in transit. BEFORE you sign the delivery receipt, be sure to count the number of packages and to inspect all cartons for damage. List any shortage or damage on the delivery ticket. Ask the driver to make an inspection immediately. Keep the shipping carton, packing material and merchandise intact until the claim is resolved. Contact our Customer Service Department for help in filing your claim or to order replacement goods.

RETURNS/EXCHANGES: We make every effort to ship your orders correctly but errors are inevitable. Should you experience difficulty with any product, please call our Customer Service Department. Merchandise will be replaced or credited ONLY with proper approval. Return merchandise in original packaging when possible. Active Foam will not be responsible for damages resulting from improper customer repacking. Enclose a copy of our invoice or packing slip with an explanation in writing. Your reasons for return will help us maintain our quality standards.

LIMITED WARRANTY: Active Foam Products, Inc. shall not be liable for any injury, loss or damage arising out of the use or inability to use any item sold by us. Our only obligation in lieu of all warranties expressed or implied, is to replace any item proved to be defective. The user must determine the suitability of the product for its intended use and assumes all risk in connection therewith.

SALES ASSISTANCE: Our sales staff is available for consultation and advice on technical questions, product information and specifications. They will be happy to help you find the right product to fill your requirements.

SAMPLES: Product samples are available for many of the items we carry. Please contact a member of our sales staff if you need samples of our foam or supply products. UPS charges at customer's expense.

VACATION SCHEDULE: New Year' Day, ½ day for Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving and the day after, Christmas eve, and ½ day before, and Christmas Day. Active Foam observes holidays falling on Saturdays on the preceding Friday and it will observe holidays falling on Sunday on the following Monday.

CATALOG FORMAT: The catalog is organized in six general categories: Foam, Polyester Fibers, Upholstery Supplies, Vinyls & Canvas, Automotive & Maritime Supplies, and Refinishing Supplies.

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