

## Terms and Conditions



### **Cutting and Handling Policy:**

Standard roll lengths are 600' for polyethylene curtain and 300' for vinyl curtain. Custom lengths require additional cores, packaging and handling. To help cover some of that additional cost, there will be a \$5.00 charge on rolls of single-layer sidewall curtain less than 200'.

### **Return Policy:**

Only stock items are eligible for return and only for credit on account. There will be a 15% restocking fee deducted from the credit. No custom items, including custom widths or roll lengths can be returned. No returns will be accepted without a Return Merchandise Authorization, or RMA. An RMA may be obtained on returnable items by calling Customer Service (800) 636-1975 or by e-mailing that department at [customerservice@swsalesco.com](mailto:customerservice@swsalesco.com). You need to provide the original invoice number when requesting a return and it must be within 60 days of original shipment. All returns must be shipped prepaid freight. Returned merchandise must be unaltered, damage free and clean in order to receive credit.

### **Freight damage or shortage:**

Southwestern Sales Company makes every effort to package, palletize, etc. in the best way to avoid damage in shipment. Once an order goes on a truck, we have no control over its handling and occasionally damage or loss occurs. **Upon receipt of shipment, it's the customer's responsibility to inspect the shipment and note any damage or shortage on the carrier's receiving documents so that a freight claim can be filed.** In addition to but not in place of noting damage on paperwork, it is easy to take photos of damage with a cell phone and we highly recommend it. Southwestern Sales Company wants to help in these situations but when the carrier's receiving documents are signed without noting any damage or shortage, we are unable to file a freight claim and cannot assume responsibility for the loss.

### **Payment Terms:**

Standard Terms are Net 30 Days. If a credit card is your desired method of payment, we will process upon shipment of the order. If a credit card is used to pay an invoice or invoices based on Net 30 day terms or beyond, a 2.8% processing fee will be assessed at that time.

### **Freight Terms:**

Standard freight terms are FOB Rogers, AR

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