

TERRA DIAMOND

I N D U S T R I A L

CUSTOMER SERVICE POLICIES

MINIMUM ORDER

A \$10.00 minimum order charge will be added to all finished product orders for less than \$50.00 (shipping and tax excluded)

FREIGHT POLICY

Equipment is shipped FOB Factory. Diamond Tool orders over \$100.00 (product) are FOB Destination via the most economical carrier. Premium shipping (i.e. overnight) is always FOB Factory.

FAST PAY DISCOUNT

A Fast Pay Cash Discount will be allowed when payment is received in Utah within the terms specified on your invoice. Any customer with an outstanding balance older than thirty (30) days cannot qualify for the Fast Pay Discount.

PAST DUE ACCOUNTS

A service charge of 1.67% (or highest statutory rate) per month will be added to all overdue account balances.

REPAIRS

Prior to returning items for repair, the customer must contact his salesperson or customer service to receive a Returned Goods Authorization (RGA) number and include with the product:

- * Company name, address and phone number
- * List of items for repair
- * Explanation of repair(s) needed
- * Copy of original invoice(s)
- * The RGA number should be clearly marked on the outside of the shipping box.

RETURNS/REPLACEMENT/REFUND

All catalog items returned are subject to a 15% restocking fee. Non-catalog items, special order items or any item beyond one (1) year from original invoice date are subject to a mandatory 50% restocking fee. Items returned for replacement or refund should be in original cartons and Must be accompanied by a packing slip, with the following information:

- * Returned Goods Authorization (RGA) number obtainable from Terra Diamond
- * List of items returned
- * Reason(s) for return(s)
- * Copy of original invoice(s)



1910 SOUTH FREMONT DR.
SALT LAKE CITY, UT. 84104 (801) 977-0054
TOLL FREE (800) 523-6806 FAX (801) 977-0056
www.terradiamond.com