

Payment Terms

Payment terms are 2% 10th net 30. Invoices dated the 1st through the 25th of the month are due by the 10th of the following month in order to take the 2% discount. Invoices dated the 26th through the end of the month are due by the 10th of the second following month in order to take the 2% discount. There is no discount allowed on freight. All invoices not paid by those terms will become due on a net 30 days basis following the shipment date. The fee for returned checks is \$30. A monthly service charge of 2% will be applied to overdue accounts. Any account that regularly pays beyond our net terms will be denied open account status. Please reference the following addresses.

Remit To Address:
P.O. Box 414410
Kansas City, MO
64141-4410

Physical Address:
2016 E. 19th St
Kansas City, MO
64127

Minimum Order

There is no minimum order. However, all orders under \$75 are subject to a \$10 handling fee.

Full Freight Allowance

We will pay the freight on orders totaling \$1,200 net or more to one destination within the 48 contiguous states. All Alaska, Hawaii, Puerto Rico, and Canada shipments will be responsible for full freight costs. Please note that on our invoices prepaid freight is shown with a "PP" beside it. As the invoiced amount indicates, the freight is not being charged, it is there only to show our customers their savings on freight costs. No discount is allowed off the cost of freight. The discount must be figured by the net amount, and is shown on each invoice.

Additions To Orders

Once an order is entered and printed for fulfillment, additions to that order are allowed within 24 hours only. We will make every effort to ship a new purchase order out with the order already in the fulfillment process. However, we cannot guarantee that the two orders will be shipped together if the original order is already packed for shipping. Additions to backorders are not allowed if the time exceeds 24 hours.

Pick Up Orders

Midland requires only one hour from time of order placement to fulfill pick-up orders. Orders are picked and invoiced the same day the order is placed even if it is not picked up that day. Discounts on pick-up orders are given from the invoice date, not the date of pick-up.

Phone
1-800-821-5725

M IDLAND
M ETAL
M FG. CO.

Fax
1-800-877-5391

Uh...Oh
Catalog Errors

We strive to provide a completely error free catalog, but if errors are discovered, they are corrected in our computer immediately. **Please note that current computer pricing supercedes printed catalog errors.**

Damage/ Shortage Claims

Please be sure to count the cartons you sign for and note any damage on the bill of lading. Open your order immediately to check for any concealed damage. If damaged, the original carton should be kept for possible carrier inspection. Shortage or damage claims need to be reported within 14 days of delivery. To process a claim, we need your invoice number or customer number. Once we ship an order it's consigned to the carrier. Please note: THEY are responsible for any shortage or damage incurred - until you sign a clear bill of receipt. Usually, carriers will not honor a claim if they have a signed receipt from you. Please do not deduct from an invoice without first contacting our customer service department to obtain authorization, regardless of the reason. Any payment sent with deductions must have the authorization paperwork attached.

Backorders

Most orders are shipped complete because we stock all items in this catalog. All backorders under \$10 will be automatically cancelled unless customer's account states otherwise.

Special Order Items

Orders for special products or blanket purchase orders cannot be cancelled without our authorization, and only upon terms that will indemnify us against loss.

Be Smart

These products are intended for use by qualified, experienced professionals, and the selection of appropriate products for the intended use must be made by persons knowledgeable in this field.

Phone
1-800-821-5725

MIDLAND
METAL
MFG. CO.

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Limited Warranty:

All of our goods are guaranteed only to extent of replacing, requiring or repairing any part that proves defective in workmanship or material, provided it is reported to us no later than 30 days after receipt of the part. No responsibility will be assumed for deterioration, wear or injury of parts which results from age, accident or abuse.

Except as expressly provided herein, Midland Metal Mfg. does not make any warranty or representation, express or implied, with respect to its products, including without limitation any implied or expressed warranty of merchantability or fitness for a particular purpose. In addition, under no circumstances shall Midland Metal Mfg. be liable for lost profits, lost savings or other consequential, incidental, special or indirect damages, or for acts of negligence that are not intentional or reckless in nature regardless of whether it has been advised of the possibility of such damages.

California Customers:

Midland Metal does not guarantee that all products meet California environmental laws or Proposition 65. It is the sole responsibility and liability of the Midland distributor to order products for use in California that complies with California laws.

Return Policy

Unused NON-DEFECTIVE items in Midland packages with part numbers clearly identified and in resalable condition are subject to a 25% restocking charge and must be returned within one year from invoice date. Custom made or blanket ordered, special items are not returnable.

DEFECTIVE items, may be returned at Midland's discretion for credit or replacement. No cash refunds will be given. For a Return Goods Authorization (RGA) number before shipping product, please call Customer Service at 1-800-821-5725. NO returns of any type will be accepted without an RGA number. Returns must be received within 30 days of the issuance of the RGA number. Please have the following information on hand when calling for an RGA number:

- Customer Name
- Original purchase order number
- Nature of problem
- Account number
- Invoice number

Credit will be issued within 30 days after returned product is received and if inspection and traceability requirements are met. Credit is good towards future purchases only. No cash refunds.

Copyright Protection

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METAL
MFG. CO.**

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