

Business Policy and Order Procedure

Placing your order:

We have 4 convenient ways

1. e-mail sales@wooster-products.com
2. mail
Wooster Products Inc
1000 Spruce St. / P.O. Box 6005
Wooster, Ohio 44691
3. fax 330-262-4151
4. phone 800.321.4936

Terms of Payment:

Open Account Ordering. Net 30 – Day terms to Approved Accounts. Wooster Products – accounts in good standing are pre-approved, large orders may require credit reference..

New Customers require approval by Wooster Products Inc Credit Dept prior to order entry.

Orders from Outside USA: Quoted Prices are payable in US Dollars. We currently accept advance payment only from foreign customers. The following payment options are available:

1. Wire Transfer of Funds - please fax request for wire transfer instruction to Wooster Products, Accounting Department @ 330-263-0675
2. Irrevocable Letter of Credit.
3. Credit Card

Government Buyers:

We accept government IMPAC card payment

Standard Purchases with a Credit Card:

We accept Mastercard, Visa, American Express or Discover Card

Blanket Purchase Orders:

We manufacture and bill on releases from the blanket which are authorized by the customer with advanced scheduling.

Handling and Shipping:

WPI ships order via UPS and common carrier. Customers may pick up products or arrange for delivery themselves. We do what is necessary to get your rush orders to you when you need them, we cannot be held responsible for delays beyond our control.

Freight is normally prepaid and added to your invoice. At your request, we will ship your order freight collect.

You are responsible for redelivery and/or storage charges on refused or unsuccessful delivery attempts.

Product Returns:

As a general rule, products are custom made to order and cannot be returned. In the event that Wooster Products' Management does approve a return, items must be returned in original, unused condition, freight prepaid, to Wooster Products Inc, 1000 Spruce St., Wooster, Ohio 44691.

We will not accept items returned freight collect unless authorized.

Call 1-800-321-4936 for an MRA – Material Return Authorization setup. All returns subject to a 35% restocking fee. We will not accept unauthorized returns.

Damaged Shipment Claims:

It is understood that all freight is the responsibility of the buyer once it leaves our Shipping Dock.

Visible Damage – do not refuse your shipment. Note damage on bill of Lading. Contact delivering carrier immediately for inspection of your shipment. Contact Wooster Products Inc for reorder and delivery schedule.

Concealed Damage – Contact delivering carrier immediately for inspection of your shipment. Contact Wooster Products Inc for reorder and delivery schedule.

Flex Tred minimum order amount:

We have a \$25.00 minimum order amount on standard items. Custom cut items have a \$50.00 minimum order amount.

Orders that are cancelled or are *On Hold* then changed.

1. Cancelled Orders

Any order that is cancelled is subject to a cancellation charge. The charge will be prorated based on the stage of completion of the order. Wooster Products will make that determination on a case by case basis directly with the customer. Rush Orders cannot be cancelled!! Rush orders that are changed are subject to additional charges each time the order is changed (35% of each existing order). This new order amount will be the new invoice price.

Orders for stock items cannot be cancelled or modified once the cutting to length or packaging begins. Many orders are shipped the same day as they are ordered.

2. On Hold Orders

Changes will be done on a case by case basis. Additional charges may be invoiced depending on stage of completion of the order.

General Information:

Prices and terms are subject to change without notice. No representation either expressed or implied, are made with respect to the product, except as stated herein, and under no circumstance, either expressed or implied, will Wooster Products, Inc. be liable for damages in excess of the purchase price of the product. No statement or recommendation not contained herein shall have any force or effect unless in an agreement signed by the officers. Wooster Products Inc. products are intended for industrial, institutional, commercial and professional use only.