



## DOING BUSINESS WITH IMPERIAL DADE - EAST CENTRAL Terms & Conditions

### Placing Orders

- Online with an assigned login. Visit [www.enichols.com](http://www.enichols.com) to place an order or request a login & password.
- E-Mail to [Nichols-orders@imperialdade.com](mailto:Nichols-orders@imperialdade.com)
- Call (231) 799-2120 or (800) 442-0213, Monday through Friday between 8:00 a.m. and 5:00 p.m.
- Fax (231) 799-3550, 24 hours a day, 7 days a week
- Mail order to Imperial Dade PO Box 291, Muskegon, MI 49443

### Minimum Order. Delivery & Freight

- Minimum order size is \$350.00. Orders not meeting this minimum will incur a "small order processing charge" in addition to \$10.00 fuel surcharge and freight.
  - Shipped via Imperial Dade truck: \$25.00 minimum order handling fee
  - Shipped via UPS/FedEx: \$10.00 minimum order handling fee plus actual UPS/FedEx charges
- Online Orders:
  - Minimum order fees are waived if order is delivered via UPS/FedEx
- Orders that meet the \$350 minimum, and are delivered via Imperial Dade truck, are still subject to a \$10.00 Fuel/Handling charge.
- Fuel/handling charges are waived if the order is picked up at an Imperial Dade warehouse.
- When another carrier is necessary for delivery, respective carrier charges will apply. Hazardous chemical charges may also apply.
- Imperial Dade drivers will deliver to general receiving locations, unless otherwise specified by the customer. If a delivery appointment time is required or there are special delivery requirements, please provide this information to a Customer Care representative at the time order is placed. Special charges may apply.
- Backordered items will ship when available.

### Pricing. Payment & Refunds

- Prices are subject to change without notice. Inquire at time of order for current pricing, or contact your Imperial Dade Representative for written proposals.
- Payment terms are Net 25 days for customers with a pre-approved Nichols credit account.
- There will be a \$25.00 service charge for all returned checks.
- Invoices that are past terms are subject to a 1.5% late fee.
- Imperial Dade accepts Visa, MasterCard, and American Express.
- Stocked merchandise may be returned to Imperial Dade within 90 days if in resalable condition, original cartons and full cases. A Return Authorization Number from Imperial Dade Customer Care department is required for all returns. Imperial Dade associates will pick up the product if requested. A restocking fee may apply. Special order items are not returnable.

### Product & Special Order Information

- Products, including data collection information, are clearly labeled using Nichols part numbers. If other information is required, please inform us.
- Products distributed by Imperial Dade meet general industry requirements for tolerances, case pack, and packaging. If special information, including drawings, samples, or custom tolerances are required, contact your Imperial Dade Representative or the Imperial Dade Quality Department.
- From time to time, products are discontinued, part numbers and case pack quantities and specifications change. When this happens, product substitutions will automatically be made. Please inform the Imperial Dade Customer Care team if special product substitution procedures are required.
- Imperial Dade can special order or custom-stock products on request. A signed contract of usage and ownership of custom inventory are required. Custom stock items are not cancel-able, returnable or refundable. Custom product orders must be pre-paid, unless other account credit is granted by Imperial Dade. Special orders are not returnable or refundable.

### Legal

All orders are subject to Imperial Dade standard terms and conditions set forth at [www.enichols.com](http://www.enichols.com) and incorporated into order acceptance.