



## SUPPLEMENTAL TERMS & CONDITIONS

### Payment Terms:

Terms of sale are Company Check, Wire Transfer, Most Major Credit Cards. Open accounts are NET 30 Days only with a pre-approved application for a authorized credit limit. Invoices are dated the day of shipment and are due in 30 days. A 1-1/2% per month interest charge will be assessed on all invoices not paid within 30 days from date of invoice. New accounts are subject to credit approval. To avoid delays in obtaining credit approval which can take from 2-4 weeks, we suggest you prepay with a credit card. Pre-payments and or deposits are required on all custom or special made product orders and are non-returnable.

### Establishing Credit:

Credit must be established by submitting satisfactory references. We may cancel or change credit terms at our discretion and may request advance payment at time of order. \* **Purchase Orders** are accepted from Federal, State and County Agencies. Our Terms are CASH, Net 30 days. Purchase Orders for open terms **from others** accepted only with an approved application for open terms.

### Shipping, Freight & Sales Tax:

Our company uses the most direct and economical carriers and routes available, unless directed otherwise. All prices are F.O.B. Shipping Point. There are additional charges for inside delivery unless shipped by UPS, USPS, FedEx ground. This charge is determined by the freight carrier and may be invoiced separately. Unless otherwise shown above, shipping/handling/freight (if applicable) and any applicable sales tax (California Only) will be added to the final invoice. Our acceptance of the above order must be accompanied by your signed acceptance.

### Quotations:

It is always best to submit a sample for quotation of custom products. If this is not available, the next best option is to sketch or mock-up a sample with notations as to quantity, size, color, copy, etc. Verbal descriptions can suffice for simple or stock items. We will email or fax complete specifications upon request.

**SPECIAL ORDER(S):** Mobile Filing Systems, Shelving, Mailroom Systems etc. are manufactured to your specifications and are non-returnable and may require payment in advance unless otherwise noted. Custom Made or Printed Products are non-returnable and subject to an industry standard of plus or minus of up to 10% - 20% over or under the quantity ordered. We will invoice the original quantity ordered and any adjustments, plus or minus, will be invoiced or credited separately, as required.

### Lead Times:

Quoted lead times are estimates only. Firm delivery dates will be determined upon receipt of your purchase order and approved proofs or artwork. Delivery refers to the date the product is shipped from the factory and does not include the time it takes the shipper to get the product to the final destination.

### Minimum Orders:

9ZYVWj Y`i bY`z&\$% z`ci f`a ]b]a i a `cfXYf`jg` ) \$\$\$\$ 5` ` %\$`\$` WUf[ Y`k ]`Udd`mcb`UbmdfcXi W`cfXYf`cZ`Ygg`h`Ub`ci f` a ]b]a i a `cfXYf`Ua ci bh`5` `cfXYfg`UfY`gi V`YVh`c`U`a ]b]a i a `g`]dd]b[ #`UbX`]b[ `WUf[ Y`cZ` %` "- )` All verbal / faxed / or emailed orders will be processed within 24-48 hours. Once you have placed your order via fax, email or telephone, you will receive an order acknowledgement via email or fax to confirm receipt of your order, including any Ystimated shipping/deliver charge if requested. You may call or email us in advance for the estimated charges.

### Artwork

The customer is to furnish camera ready artwork. We will provide a proof of the artwork for final approval before processing your order. Our stated lead time begins when we have received a customer approval of the artwork.

### Pre-Production Proofs:

It is our policy to provide a production proof, upon written request, on all new custom made orders. This is for your protection as well as our production department, to insure the correct products are specified and produced at the time of order.

### Freight Claims: (Damages/Shortage in Transit)

For your protection, please examine any shipment carefully before accepting. If there is evidence of damage or a shortage, make suitable notation to that effect on the freight bill **before you sign it.** Failure to make this notification absolves the carrier of any responsibility and subsequent claims. Please notify our Customer Service at 888-891-1970 within five days of receipt of a damaged or short order. Interstate Commerce Commission rules allow for the **filing of claims for concealed damage** up to 15 days after receipt of goods. Please notify us within this time period if you discover such damage so we can assist you if necessary. The legal responsibility passes from us to the customer when consignment is made to the carrier.

### Cancellations:

All orders entered for custom or special made products are considered firm and cannot be cancelled except upon written authorization from our company and are subject to cancellation charges.

### Returns:

All returns must first be authorized and given a RAN (Return Authorization Number). Custom manufactured items are non-returnable. Stock merchandise is only considered eligible for return within 30 days from original date of shipment and must be in original packaging. Approved returns of stock items may be subject to a maximum 25% restocking charge. Unauthorized returns will not be accepted. Call customer service at 888-891-1970 during normal business hours.

**NOTE:** Due to current volatile transportation fuel charges, all freight/shipping/handling charges if shown on this order/quote form are estimated at the time of the order and actual charges may vary. We reserve the right to additionally invoice or charge based on actual freight/shipping cost at time of shipment or delivery. Any additional charges **invoiced to us by** any transportation carrier will be invoiced or charged to you upon receipt. Any special delivery requirements i.e., lift gate, residential delivery, pup truck, inside delivery, no dock, inside delivery to a specified floor, use of stairs, no elevator, unusual delivery requirements etc; that result in additional charges by the transportation carrier will be invoiced to you upon receipt.

**AMERICAN FILING SOLUTIONS \* P.O. BOX 891719, TEMECULA CA 92589 \* (888) 891-1970 x 8958, FAX: (888) 891-9970 \***  
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