

## **TERMS OF SALE**

Net 30 days. Invoices over 30 days are past due and are subject to Prevailing Interest Rate Charges.

## **FREIGHT ALLOWANCE**

Freight will be prepaid by Norwell for orders over \$1800. Prepaid shipments are limited to destinations in the continental U. S. only.

## **MINIMUM ORDERS**

The minimum order which can be accepted is \$100.00. For orders under \$100, there is a \$20 surcharge. No minimum is required on replacement part or glass orders.

## **CLAIMS**

Any claims for lost or short shipments or damaged merchandise caused by a freight carrier, must be filed directly with the freight company. Whenever possible, Norwell will co-operate with its customer to assist in the collection effort.

## **NUMBERING SYSTEM**

Example: Model# 8334  
Finish: Polished Nickel 8334-PN-OP Glass: Opal

1. When ordering please include all numbers to help eliminate errors.
2. Finish codes are located on the top of even numbered pages in this price list.
3. Glass Option codes are located on the top of odd numbered pages in this price list.

## **DROP SHIPMENT**

There is a \$10 charge that is added to each invoice that is shipped to other than our distributor's branch. Drop shipments must meet freight requirements. Norwell reserves the right to refuse drop shipment orders when the destination is outside the distributor's normal operating territory.

## **MERCHANDISE RETURNS**

. Merchandise cannot be returned without a company approved R.G.A. number. . Merchandise to be returned must be shipped via U.P.S. or by another authorized Norwell shipping agent at the customer's expense unless otherwise authorized.

Returns for credit must be less than one year from invoice date. Returns for credit will be subject to 25% restocking charge. All merchandise to be returned must be appropriately packed and identified to prevent further damage and/or loss in shipment.

## **SPECIAL ORDERS**

Norwell will, at its discretion, consider specials or custom designs to be built to customer specifications. Provided the product is feasible, Norwell will quote firm pricing and delivery schedule. Orders must be agreed upon in writing with prices and delivery dates confirmed. Once material is ordered for production and manufacturing starts, orders are non-cancelable. Special orders are subject to a 50% deposit.

Note: Norwell takes no responsibility for faulty customer designs.

## **DISCONTINUED PRODUCTS**

From time to time, Norwell may be forced to discontinue product. At its discretion, Norwell may be able to product discontinued products. Please consult the Customer Service Department for product availability, price and delivery information.

## **NEW ACCOUNTS**

All new accounts who desire to establish a credit line with Norwell, must furnish 4 trade references and their current banking relationship, including account number.

## **WARRANTY**

1 Due to environmental pollutants, such as acid rain, Norwell does not guarantee its outdoor polished brass.

2 Norwell is not responsible for any re-installation charges.

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