



**Your One Source Supplier
for all your Janitorial,
Maintenance and Wiping Rag Needs**

Wipeco Inc. Policies & Procedures

(Effective January 2010)

Payment Methods

- We accept cash, checks, Visa, Mastercard, American Express and Discover
- A \$25 charge will be assessed on any returned checks.
- Payment is due prior to shipment or pickup of goods unless credit application has been submitted and approved, and credit terms have been established.

Credit Applications

- Wipeco Inc. reserves the right to extend or withhold lines of open account credit to any dealer determined by the dealer's experience, record of trade payments, financial condition, amount of credit needed, etc. Depending on these factors, Wipeco Inc. may require current financial information, particularly if such information is not available through routine sources (i.e., Dun & Bradstreet, Business Products Credit Association). Wipeco Inc. may also require personal guarantees and/or other security interests.
- Inquiries about credit requirements should be addressed to: Wipeco Inc., Attn: Credit Department, 250 N. Mannheim Rd., Unit B, Hillside, IL 60162.

Terms

- Net 30 Days. Payment for invoices must be received within 30 days of invoice date. Invoices over 30 days old are considered past due.
- All payment methods listed above are accepted.

Past Due Accounts

- Open account privileges may be suspended if invoices are not paid when due within published terms, and subsequent orders may be held until the account balance is reduced to current status. Unusual cases of adjustment or dispute will be given individual consideration and handled accordingly.
- Reasonable attorneys' fees and other collection costs will be added to collection claims. A service charge of \$25.00 will be assessed on any returned check.





**Your One Source Supplier
for all your Janitorial,
Maintenance and Wiping Rag Needs**

Sales Tax

- Applicable sales tax will be added to all orders shipped to Illinois.
- A copy of a Resale Certificate/Tax Exempt form must be provided at the first shipment in order to be Tax Exempt. A copy will be kept in the customer's file.

General Order Requirements and Information

- One case minimum order.
- Most orders will be shipped same day if orders are placed by 2 p.m. local time.
- Wipeco Inc. chooses the mode of transportation as well as carrier.
- Wipeco Inc. will select the most economical method for shipping orders.
- Expedited freight is available upon customer request.

Pick-Up

- One hour order lead time is required on all Pick Up orders. All Pick Up orders must be placed by calling Customer Service at (708) 544-7247.
- General Order Requirements Apply (see above).

Wipeco Inc. Truck Delivery

- Delivery via Wipeco's Truck is available. A freight charge of \$30 or more will be charged depending on delivery area.
- General Order Requirements Apply (see above).

Common Carrier (LTL)

- Common carrier will be used for all customer orders that do not fall within Wipeco truck delivery area, delivery is time sensitive and where small package shipments are not possible or cost effective. LTL shipment is limited to destinations within the continental United States.
- Customer is responsible for shipping and handling charges on all orders unless specified in quote.
- General Order Requirements Apply (see above).





**Your One Source Supplier
for all your Janitorial,
Maintenance and Wiping Rag Needs**

Small Package Shipments

- Wipeco Inc. will utilize standard UPS Ground/Fedex Ground/UPS for parcel shipments. UPS Ground/Fedex Ground rates apply for all shipments within the continental U.S. All extra charges including residential delivery surcharge, dim charges, additional handling charges etc., is the responsibility of the customer.
- The customer can request special UPS/Fedex services, such as overnight delivery, at the sole expense of the customer.
- UPS/Fedex orders are subject to \$2.00 fee per order for handling and packaging.
- Not all stocked items can be shipped via UPS/Fedex. These items will be shipped via common carrier with applicable shipping and handling charges. Please consult sales rep. for identification of these items.
- General Order Requirements Apply (see above).

Drop-Ship Service

- Wipeco Inc. can provide drop-ship services directly to your customer, with shipping label and packing list displaying your distributor name only.
- All drop shipments will be done via LTL or UPS/Fedex, with respective minimums and charges being the same.
- Wipeco Inc. reserves the right to deliver LTL and UPS/Fedex shipments on the Wipeco Truck as opportunity and capacity allow. Standard LTL and UPS shipping and handling charges apply.
- All regular shipping policies apply.
- General Order Requirements apply (see above).

Special Order Items

- Special order items can take up to 2-3 weeks.
- Special order items are not returnable.

Back Orders

- If an item that you requested is currently unavailable, you will be given the option of deleting the item from your order, choosing a different item/substitute item or cancelling your order without penalty. If you choose to backorder the item, we will ship and bill the order when the item is available.
- Back orders of non-stocked items will be charged shipping and handling.





**Your One Source Supplier
for all your Janitorial,
Maintenance and Wiping Rag Needs**

Receipt of Order

- Upon receipt please carefully examine your order immediately. All claims for damages/shortages must be made within 48 hours of receipt of your order. Please contact us immediately at 708-544-7247 with any questions or concerns.
- In the event of invoice or shipment discrepancies, please notify Wipeco Inc. at 708-544-7247 within five days of receipt.

Damage/Shortages

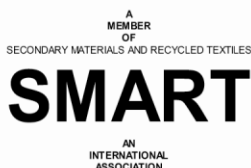
- The carrier who delivers merchandise is responsible for loss and damages. Acceptance of the shipment from the carrier is an acknowledgement that the articles delivered were received in good condition and properly packed.
- Wipeco's responsibility ceases upon delivery to the transportation company.
- If there is damage or shortages, notify the carrier at time of delivery so that they may process the claim. Carriers will not honor claims when the customer signs receiving documents as free and clear. Notify Wipeco to arrange for reshipment of lost and damaged products.

Returns

- Wipeco Inc. stands by its products, however if you are not satisfied with your order, please call us immediately so that we can help facilitate your return.
- Wipeco Inc. accepts returns of stocked merchandise only. Keep your unused products in their original packaging to return to us within 60 days.
- Any merchandise that you have used or washed is not returnable.
- Return of stocked items received within:
 - 0-60 days of invoice date - Allowed with Manager Approval
 - 61 days or longer - No Returns Allowed
- Upon receipt of your return, we will issue a replacement, refund or credit. Please allow 7 days after we receive the return to process your refund.
- Special order items, discontinued items, damaged items, non-stock/closeout items are not returnable and certain items are subject to a 15% restocking fee.
- Shipping charges are not refundable unless there is a manufacturer's defect.

WIPECO, INC. RESERVES THE RIGHT TO REFUSE TO SELL TO ANY PERSON OR FIRM

ALL ORDERS ARE SUBJECT TO THESE TERMS AND CONDITIONS.
POLICIES, PROCEDURES AND PRICING ARE SUBJECT TO CHANGE WITHOUT NOTICE.
NOT RESPONSIBLE FOR TYPOGRAPHICAL ERRORS.



250 N. Mannheim Road, Unit B, Hillside, IL 60162
(708) 544-7247 · Fax (708) 544-7248 · (800) 444-7247
www.wipeco.com

**Council
for
Textile
Recycling**

