



A FAMILY OF WIPER COMPANIES

Customer Service Policies

EFFECTIVE DATE: January 1st, 2024

MINIMUM ORDER: 1 case

PAYMENT METHODS: Wipeco, Inc./CTC Supplies, Inc. accept ACH, wire, checks, Visa, Mastercard, American Express and Discover. A \$25 charge will be assessed on any returned checks. Payment is due prior to shipment or pick up of goods unless credit application has been submitted and approved.

PAYMENT TERMS: Net 30 days from date of invoice upon credit approval. Finance charges of amounts past due may be charged 1.5% monthly (18% annually). Wipeco, Inc./CTC Supplies, Inc. reserves the right to extend or withhold lines of open account credit to any customer determined by the customer's experience, record of trade payments, financial condition, amount of credit needed, etc.

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.

SALES TAX: Applicable sales tax will be added to all orders shipped to Illinois, Wisconsin, Michigan, Indiana and any other state that Wipeco, Inc./CTC Supplies, Inc. is required to collect sales tax. 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.

FREIGHT: Freight is shipped freight collect or freight prepaid & add. Prepaid freight has to be authorized by management.

DROP SHIPMENTS: Drop shipments are available with displaying distributor name on shipping label and packing list.

FREIGHT CLAIMS:

The receiver is responsible for verifying and signing for damages and quantity discrepancies with the carrier. **Damage or shortage discrepancies must be reported within two (2) business days of receipt to be credited.**

If Wipeco, Inc./CTC Supplies, Inc. is marked as the shipper, we will initiate filing claim with carrier upon receiver notification and receipt of proper documentation (**Proof of Delivery**). If shipment is marked Collect or Third Party, the billing party is responsible for filling a claim with carrier.

Wipeco, Inc./CTC Supplies, Inc. will do our best to work through issues as they arise, so please notify Customer Service.

RETURNS:

Returns of product or damaged merchandise are allowed however must meet the following conditions/timeframes:

- 1) **MUST HAVE A RETURN GOODS AUTHORIZATION**
- 2) Merchandise must be good condition or marked on Bill of Lading as damaged
- 3) Product cannot be discontinued item or special order item
- 4) Receiver must pay freight charges back to origin
- 5) Merchandise may not be returned after 60 days from date of invoice
- 6) Private labeled items will be assessed a 20% restocking charge

Returns due to a Wipeco, Inc./CTC Supplies, Inc. shipping error will receive full credit if error is acknowledged at time of receipt. Receiver must request Return Goods Authorization for such returns and Wipeco, Inc./CTC Supplies, Inc. will arrange transportation to original shipping address.

All credits will be issued upon receipt of returned merchandise provided the merchandise is in good condition. Credits will be cancelled if product is not received within 14 days of Wipeco, Inc./CTC Supplies, Inc. issuing a Return Goods Authorization.

CUSTOMER SERVICE:

Wipeco, Inc./CTC Supplies, Inc. Customer Service is available to answer questions on shipping and order terms, sample requests, etc. Wipeco, Inc. Customer Service is available at (708) 544-7247 and CTC Supplies, Inc. at (414) 332-3401 from 8 AM – 4:30 PM CST Monday - Friday or at orders@wipeco.com and orders@ctcsupplies.com.

WIPECO, INC./CTC SUPPLIES, 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.**