



Superior Specialty Supply, Inc.
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Orders are processed during our normal business hours, 7:00 am to 5:00 pm ET, Monday through Friday.

Terms and Conditions	This is an overview of our Terms and Conditions, subject to change without notice.
Terms	1% 10 days from date of invoice, 30 days net. 1 1/2% service charge per month on past due balances.
Freight	FOB shipping point-Woodsboro, MD.
Receiving	Errors in shipping or billing must be reported to the customer service department within 10 days from receipt of shipment to secure proper adjustment. Claims for loss, damage, or transportation charges must be reported to the customer service department within 7 days from receipt of shipment. Our products are inspected and carefully packed for shipment. In the event an item is damaged in shipment, you must submit a claim to the carrier within 15 days of delivery. We advise that you unpack and inspect all merchandise immediately upon receiving it. If damage does not become apparent until the shipment is unpacked, keep the shipping carton and make a request within 72 hours for inspection by the carrier's agent and file a claim with the carrier. Any external evidence of loss or damage must be noted on the freight bill. Failure to do this will result in the carrier refusing to honor the claim.
Returns	No returns on merchandise without authorization from Superior Specialty Supply. All returns subject to a restocking fee plus freight. No returns 60 days after invoice. No returns allowed on special order products. There will be a service charge of \$35 for any checks returned.
Indemnity	Customers modifying products or installation procedures, or designing non-catalog products for sale by Superior Specialty Supply Inc. shall, regardless of specific instructions to the user, indemnify, defend, and hold harmless Superior Specialty Supply Inc. for any and all claimed loss or damage occasioned in whole or in part by non-catalog or modified products.
Limited Warranty	Superior Specialty Supply Inc. warrants catalog products to be free from defects in material or manufacturing. Products are further warranted for adequacy of design when used in accordance with design limits in this catalog, and properly specified and installed. This warranty does not apply to uses not in compliance with specific applications and installation procedures set forth in this catalog, or to non-catalog or modified products. All warranty obligations of Superior Specialty Supply Inc. shall be limited, at the discretion of Superior Specialty Supply to repair or replace the defective part. These remedies shall constitute Superior Specialty Supply Inc.'s sole obligation and sole remedy of purchaser under the warranty. In no event will Superior Specialty Supply Inc. be responsible for incidental, consequential, or special loss or damage however caused.
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