

# General Policies & Warranty

## **TERMS OF PAYMENT**

1%, 10 days, net 30 days. Monthly statements are provided.

## **PRICES**

All prices are subject to change without notice. Any special price must be approved in writing.

## **CANCELLATIONS**

Orders for any item in this catalog may be cancelled or changed, subject to written approval and subject to a service charge.

## **SAMPLES**

Samples are subject to charge and are not returnable without written approval.

## **SHORTAGES**

We must be notified within ten (10) days of receipt of shipment if any shortage is experienced.

## **DAMAGED MERCHANDISE**

Concealed damage can occur in handling by carriers. This damage is recoverable by you from the carrier upon presentation of a proper claim. If you find damage upon unpacking the shipment, call the delivering carrier and ask for an inspection of concealed damage. An inspector will be sent and will furnish proper forms for your claim. Do not return damaged merchandise to Belwith Products. The carrier is responsible for the shipment when it is picked up from our facilities. If merchandise is returned to us, you may be unable to file a claim.

## **RETURNED MERCHANDISE**

No returns of merchandise will be accepted without prior written approval from Belwith Products. Returns will be accepted for credit only against future purchases. No refund will be given for returns. All returns will be subject to 25% handling charge and accepted only on a freight pre-paid basis. Merchandise held over 30 days from date of shipment without an RGA request will NOT be accepted. Displays and display items are not returnable for credit. Shipments without a Belwith Products Return Goods Authorization number will be refused.

## **INTELLECTUAL PROPERTY**

Hickory Hardware® branded decorative designs, under Belwith Products, LLC, are original art, as well as logos, catalogs, displays, web sites, and photography, and as such they are protected by trademark and common law. Belwith Products protects intellectual property through both Design Patents and Copyrights. It is Belwith's corporate policy to prosecute violators of its intellectual property rights in the most aggressive manner under the full extent of United States and international laws.

## **SATISFACTION GUARANTEED**

All Hickory Hardware® branded products are manufactured to provide quality which you can count on. If you are not completely satisfied with this product, please return it for replacement to the place of purchase or to Belwith Products. Belwith Products is NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. This guarantee is in lieu of any other warranties expressed or implied, including any implied warranty of merchantability or fitness.

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