
Terms and Conditions

effective January 2019

payment / terms

- Open account available to qualified customers. Standard Terms: **Net 30 days**
- All non-US customers subject to payment in advance and/or wire transfer.
- U.S. funds drawn on U.S. bank.
- Returned checks subject to \$30.00 fee.
- ALH reserves the right to withhold shipment of pending orders or back-orders when account is overdue.
- Overdue invoices shall be charged interest at the rate of 1½% per month.
- Customer shall be responsible for any cost of collection.
- Terms are subject to change without notice.

shipping and handling

- Drop shipments made to your customer at no additional charge.
- All freight charges and special handling charges are the responsibility of the purchaser and will be added to your invoice (FOB: Factory)
- Freight charges for any service other than standard ground service, ALH will require purchaser's shipping account number.

damages

- You must initiate all claims with the delivering carrier.
- Damage to a shipping container must be reported to the carrier at time of delivery.
- If damage to the merchandise is obvious at time of delivery, note damage on the delivery bill and have driver sign it (acknowledging the damage),
- If damage to merchandise is not obvious at time of delivery, call the carrier within 10 days of delivery and request an inspection. Save the merchandise and all packaging materials for the inspection.

returns

- **CUSTOM & NON-STOCK ITEMS ARE NOT RETURNABLE/REFUNDABLE**
- Obtain a return authorization number (RMA#) from ALH's customer service department.
- RMA# must appear on each return package.
- Return the merchandise to the location given by ALH's customer service department.
- Keep a record covering the shipment of returned merchandise (this is for your protection in case you need to get a proof-of-delivery from the shipper).
- **No return will be accepted without a written authorization and a RMA# (must call to obtain one)**
- No unauthorized return will be accepted.
- **Return privileges on orders for stock items only.**
- No returns will be accepted after 1 year from date of invoice.
- ALH restocking charges are as follows for returned merchandise in resalable condition. 20% up to 120 days from invoice date and 50% restocking charge applied for product returned up to 1 year.
- The customer is responsible for return shipping expenses unless the merchandise is received at a result of our error.
- ALH will credit your account for returned merchandise as soon as return is received and processed.
- Credits for return is issued only to the original purchaser.
- Credit will be applied to your open balance or to future purchases. **NO CASH REFUND WILL BE ISSUED.**

pricing

- Pricing is subject to change without notice
- Prices **do not** include freight charges