

### **ORDER PROCESSING**

All orders are processed on a first come, first serve basis. Due to the 10 day turnaround time of orders, we can not reserve or hold a place in production without your signed order confirmation, and deposit.

If a rush order is necessary, a 15% up charge will be added, *provided there is space available in the production schedule.*

No orders will be sent to production until the customer has reviewed the computer generated cabinet list, confirmed it's accuracy, signed and faxed back the confirmation, and deposit received. What you approve on this list is what you will receive.

**Please review confirmation & cabinet list very carefully before signing.**

The use of a FAX machine will accelerate the order & confirmation process.

### **CHANGES AFTER CONFIRMATION**

ACC will assess a \$50.00 fee for any changes requested by the customer after signed confirmation. By this time all paper work to produce the job has been processed. The charge will cover the deletion, re-entry, and re-generation of the computer cut list necessary to produce a job. Look at your job carefully, *before faxing your order.* ACC will not save your place in the production schedule while you are fine tuning your job. In the event that changes are required on a job that has already gone to production, charges will be computed on the time & materials necessary to effect those changes.

### **PAYMENTS**

A 50% deposit is required on all orders prior to the job being scheduled for production.

We also require the balance of the total be paid prior to pickup or shipment, unless credit terms have been approved. ACC accepts all major credit cards.

### **SHIPPING**

Shipping/delivery of an order will be accomplished by one of the following methods: (a) customer pickup at the factory; (b) LTL common carrier; (c) LTL private (contract) carriers; or (d) UPS, if appropriate. All shipments via common or private carrier will be sent "Prepaid" as it saves a C.O.D. fee and you remembering to leave a check with an employee while you are out.

Shipments via UPS will be sent "prepaid" only if a customer has established a credit account. All others will be sent "UPS - C.O.D."

Residential deliveries require a \$35.00 up charge from all LTL carriers A lift gate delivery, if you don't have a forklift, is an additional \$ 35 - 50.00 depending on the carrier.

ACC reserves the rights to assess a packaging and or palletizing charge, to be added to the freight bill before invoicing.

Please inform us BEFORE production begins if you need special packaging.

THE OWNERSHIP OF THE ORDER PASSES TO OUR CUSTOMER WHEN IT IS LOADED ONTO THE CARRIER'S TRUCK, THE PERSON PICKING UP THE SHIPMENT IS THE CARRIER/ CONSIGNEE. THEREFORE, THE CONSIGNEE IS REQUIRED TO ACCEPT THE MATERIAL. IF THERE IS VISIBLE DAMAGE, IT IS THE CONSIGNEE'S RESPONSIBILITY TO NOTE THE DAMAGE ON THE BILL OF LADING BEFORE SIGNING FOR THE SHIPMENT, AND PROVIDE ACC WITH A DETAILED LIST OF THE DAMAGED PARTS SO THAT A CLAIM CAN BE FILED. **DO NOT THROW AWAY ANY DAMAGED MATERIAL UNTIL IT HAS BEEN INSPECTED BY THE CARRIER'S AGENT, OR THEY WILL AUTOMATICALLY DENY THE CLAIM!** IF THE DAMAGE IS NOT REPORTED TO ACC IMMEDIATELY, THE CONSIGNEE WILL BE RESPONSIBLE FOR THE DAMAGE.

IF THERE IS NO VISIBLE DAMAGE WHEN YOU RECEIVE YOUR SHIPMENT, BUT YOU FIND CONCEALED DAMAGE, CONTACT THE CARRIER AT THE LOCAL TERMINAL IMMEDIATELY AFTER YOU FIND THE DAMAGE, THEY WILL HAVE TO MAKE AN INSPECTION OF THE DAMAGE SO THAT A CLAIM CAN BE FILED. IF DAMAGED MATERIALS MUST BE REPLACED, ACC WILL DO EVERYTHING POSSIBLE TO SHIP YOUR NEW PARTS AS SOON AS POSSIBLE.

**DO NOT RETURN ANY MATERIAL TO ACC WITHOUT OUR AUTHORIZATION**

## **RETURNS & WARRANTY**

**ACC MUST BE NOTIFIED WITHIN 5 WORKING DAYS OF DELIVERY OF GOODS, AND PERMISSION OBTAINED PRIOR TO THE RETURN OF A PART OR PARTS.** ACC WILL THEN DETERMINE WHETHER OR NOT THE PARTS WILL BE REPLACED AT NO CHARGE. ACC PACKAGES YOUR ORDER WITH THE UTMOST CARE, PLEASE BE CAREFUL LOADING AND UNLOADING YOUR COMPONENTS, MORE DAMAGE OCCURS IN TRANSIT THAN ANY OTHER PLACE.

ACC WARRANTS ITS COMPONENTS TO BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP, TO BE MACHINED TO PROPER SIZE AND MILLED ACCURATELY TO ACCOMPLISH QUICK AND EASY ASSEMBLY. ACC MAKES NO FURTHER WARRANTY EITHER EXPRESSED OR IMPLIED.

## **DISCLAIMER OF FISCAL RESPONSIBILITY**

ACC WILL NOT BE RESPONSIBLE FOR ANY EXPENSES INCURRED BY THE CUSTOMER DUE TO DELAYS IN FACTORY PRODUCTION, DELIVERY, ASSEMBLY TIME OR INSTALLATION AT THE JOB SITE, DUE TO INCORRECT PARTS, DELAYS FOR WARRANTY PARTS OR ANY OTHER SITUATION NOT LISTED HERE.

END OF TERMS