




GENERAL SALES POLICIES / TERMS AND CONDITIONS OF SALE

 Toll Free: (844) 996-5625

 1271 Contract Drive, Green Bay WI, 54304

 customerservice@popandlock.net

PAYMENT TERMS

Visa, MasterCard, Discover, or American Express (ACH and Wire Transfer Payment also accepted). A 4% credit card processing fee may apply. **Wire Transfer Payments required on all international orders.**

CREDIT APPROVED

Net 30 days from date of invoice. All credit worthy customers are expected to pay within this period. Any exceptions must be based on competitive practices in accordance with established procedures.

PAYMENT POLICY

Payment due no later than 30 days from date of invoice. Accounts with unpaid invoices in excess of 60 days will be placed on credit hold until past amount is paid. If account balance includes unpaid invoices over 90 days, open account status will be rescinded and credit card terms will apply once payment is made in full. All payments will be made in U.S. dollars.

RETURNED CHECKS

A U.S. \$35.00 surcharge will be added for checks returned. Payment terms will be credit card thereafter.

PRICING

Tier pricing available based on buy-in and annual spend expectations. Back orders on stock merchandise will be price protected.

ORDERS

There is a minimum stocking order required of \$500. All stocking orders are scheduled to ship within 7-10 business days after receipt of order. Internet orders via our website will ship within 1-3 business days after receipt of order.

FREIGHT

Freight paid by Pop and Lock LLC on all orders over \$2,500.00 for shipments to continental U.S and Canadian provinces only. All other orders are F.O.B shipping point via UPS Ground Service. The customer will be responsible for all brokerage fees regardless of prepaid freight and will be required to provide brokerage account information.

DROP SHIP

We have a drop ship program available through our website. You must sign up for a user ID and password in order to activate the drop ship program. Freight costs are additional. \$10 drop ship fee applied when order is not placed via the website.

RETURNED GOODS

To return goods, an invoice number must be provided to Customer Service for a Returned Material Authorization Number (RMA #). No goods will be accepted without an RMA number. Returned goods must be within 1 year of purchased date and cannot have been discontinued, used discontinued design or components, or of prior ownership (must be in current packaging). Credit will be issued in full if an invoice number is provided or at the lowest discounted amount. A 25% restocking fee may apply.

WARRANTY

Pop and Lock, LLC has a 1 year warranty on all products with proof of purchase. Customer will be directed back to seller to resolve warranty issues. Pop and Lock products purchased on auctions sites such as Craigslist etc. or as "used" and "open box" will not be covered under factory warranty. Products purchased from an authorized dealer as "new" through online marketplaces must follow their website warranty policy, process and procedures.

ONLINE MARKETPLACE RESELLER POLICY

No sale of Pop & Lock products on Amazon.com, Walmart.com or other online marketplaces, is authorized unless approved by Pop & Lock. If seller violates this policy, notice of violations will be sent and further action can be taken against the account and/or could be added to a "Do Not Sell List".