

ALTENLOH, BRINCK & CO. U.S., INC.  
**Standard Freight & Order Policies**  
for TRUFAST® Products

**MINIMUM ORDER: \$100.00** Orders of less than \$100 will be assessed a \$25.00 service charge.

**TERMS:** NET 30

**PRICING**

ABC / TRUFAST reserves the right to adjust pricing and conditions of sale without notice.

**PRODUCT AVAILABILITY**

The products and services published in the current "TRUFAST Price Book "and" TRUFAST Adhesives & Sealants Price Book" are considered as our "standard", off-the-shelf product offering. Our goal is to maintain an inventory of these items for immediate availability; however, individual order quantities and periods of extraordinary quantity demands may create temporary inventory shortages or outages, at which time every effort will be made to satisfy customer requirements as soon as possible. To confirm product availability and order shipping, please contact our Sales/Department at 800-443-9602.

**FREIGHT**

Freight allowed (prepaid) on orders of **\$5,000.00 minimum** shipping from Bryan, OH or any of the regional warehouses. *Freight policy is for continental Canada only.*

***Adhesive products or ES products may be added as top load at no additional cost after minimum freight allowance has been met.***


***Orders of ES base ply fasteners only (2 pallets or more) also ship freight allowed.***

***Orders of Adhesive products only (1 pallet or more) also ship freight allowed.***


**DISCREPANCIES**


All receiving discrepancies **MUST** be reported within 10 days of receipt.


**RETURN MATERIAL POLICY**

 A "Return Material Authorization" (**RMA**) number **MUST** be requested, approved, and issued by ABC / TRUFAST before any product is accepted for return. Only unopened original packages may be considered for a return.

 Unauthorized returns will be refused.

 Product to be returned must be "standard" product, in "saleable" condition and **must have been purchased within the previous 6 months**. Non-standard / custom items are not returnable.

 Returned goods are subject to a 20% restocking charge and must be returned freight prepaid. Returns for reasons not the fault of TRUFAST will have any prepaid freight-out shipping charges deducted from the credit in addition to the restocking charge. We will advise total charges in advance.

 Requests and questions regarding returned goods should be directed to our Sales/Service Department at 800-443-9602.

ALTENLOH, BRINCK & CO. U.S., INC.  
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Bryan, OH 43506

