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## Ordering Policies & Procedures

Interpower Corporation's North American stock is centralized in Iowa. We maintain a substantial inventory, which enables us to be responsive to our clients' needs. Special made-to-order items are normally shipped within two weeks.

All orders must be made out to Interpower Corporation. They may be placed by mail, fax, telephone, or e-mail (info@interpower.com) with our Customer Service Representatives or with the office of our regional sales representative in your area (see inside back cover.)

Our Customer Service staff can assist you with price and delivery quotations, availability, samples, technical assistance on agency approvals and requirements, and order entry. Interpower Corporation is open 7:00 a.m. to 7:00 p.m. Central Time.

**Rush Orders:** When requested, Interpower Corporation can ship orders for items in stock on the same day if the order is placed by 6:00 p.m. Central Time.

**Scheduled Orders:** Orders may be placed with scheduled shipments out as far as 12 months.

**Special Orders:** Merchandise that is special ordered or is not a standard item may not be returned or cancelled.

### Open Accounts

*U.S. & Canadian customers:* Interpower Corporation will immediately establish an open account with a nominal credit limit for every new customer. We are willing to extend open account terms to export customers who can provide one U.S. bank and three U.S. trade references. Other payment options include prepaid and wire transfer. If requested, orders can also be shipped utilizing a credit card or C.O.D until sufficient credit is established. Canadian customers may make payments in either U.S. or Canadian currency. Individuals must pay by credit card, cashiers check, or prepay.

*International customers:* Please note that terms on international orders are prepaid in U.S. dollars, credit card, bank wire transfers, and bank checks. Canadian orders are processed as domestic orders.

**Terms of Payment:** Our terms of payment on open accounts are 1% 10 days, net 30 from the date of invoice. Shipments of future orders will be affected by the past due condition of an account.

**Minimum Orders:** We do not have a minimum order on catalog items (except for fuses, and other miscellaneous items).

**Taxes:** Any applicable federal, state, or local taxes will be added.

**C.O.D. Orders:** We reserve the right to require that payment be made by postal money order or with a certified check. C.O.D charges will be added to the invoice.

**Advance Payments:** Please include all shipping charges, wire transfer fees, insurance charges and applicable sales taxes in your payment. We reserve the right to delay shipment on orders accompanied by personal checks until the checks have cleared.

**Special Packaging:** When requested, at the time of order entry, we can package materials in non-standard configurations. An additional service charge may be assessed for materials and labor in these cases.

**Prices:** All quoted prices are net and F.O.B. Iowa. Prices are subject to change without notice.

**Return Policy:** When authorized by the Corporation's Customer Service Department, goods may be returned, for the convenience of the customer. However, a restocking charge may be assessed. Our receiving department has been instructed to accept packages from customers only when our RMA (Return Material Authorization) number is clearly visible on the shipping label. Please contact our Customer Service Department to request an RMA number.

**Product Liability:** Interpower Corporation will accept liability for only the purchase prices of products and applicable freight charges. Interpower Corporation is not liable for any costs for issues such as production delays, rework, late deliveries, etc. unless agreed upon in writing by both Interpower Corporation and the purchaser.

**Catalog Specifications:** All specifications listed in our catalog or on other data sheets are based on our knowledge and understanding of the products as of the time of printing of the literature. We reserve the right to make changes to technical specifications without notice. All product recommendations are based on our knowledge and experience with the products, but do not eliminate customer responsibility to check the suitability of our products for each particular application. Free evaluation samples are available upon request.

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