

# GENERAL INFORMATION

**SALES POLICY** Williams' products are sold through our established distributor network. Therefore, possession of our catalogs and/or price list(s) does not infer intent to sell.

**PRICES** are subject to change without notice. All orders accepted are subject to prices in effect at time of shipment. Orders submitted with inaccurate pricing or information are subject to shipping delays.

**TERMS** Williams' standard terms apply and are due from date of invoice. C.O.D. orders or cash payment orders are not subject to any term discount. A service charge of 1½% per month shall be imposed on all invoices not paid when due.

**MINIMUM ORDER QUALIFICATIONS** Minimum order is \$50.00 net (freight charges excluded).

**CREDIT CARD ORDERS** A 5% fee will be added to all credit card orders (effective 11/1/2022).

**DROP SHIP ORDERS** A fee of \$20.00 will be charged for all drop ship orders (third-party shipments). All drop ship orders are FOB Origin - "The buyer pays the shipping cost from the factory or warehouse and gains ownership of the goods as soon as it leaves its point of origin." Liability for freight claims and returns transfers to buyer once the goods are aboard transport. Prepay and add is not available for drop ship orders.

**ORDERS** Please use the full product number on all purchase orders and communications. Submit orders via email to orders@wfc-fc.com or fax 1 (866) 923-0732.

**FREIGHT ALLOWANCE** Distributor purchase orders qualifying for full freight allowed will be shipped freight paid, to qualify:

- Order value must meet or exceed established minimum.
- Payment of invoice is within agreed terms.
- Order is for single shipments scheduled by Williams.
- Customer must be in good standing with WFC credit department.
- Minimum drop shipment order amounts apply.
- If a drop shipment is requested, number of drops and charges are subject to carrier limitations and fees. Williams reserves the right to choose the most economical carrier.

**SHIPMENTS** All shipments will be F.O.B. origin. Orders will be shipped collect or prepaid. The cost of no freight allowed shipments will be added to invoice. Prepay and add is not available for drop ship orders.

**SHIPPING INSTRUCTIONS** Where instructions for shipment do not appear on the order; the shipment will be made according to our best judgment. Title to the materials shall pass to the Purchaser upon delivery by the Seller to the carrier or delivery service (FOB Origin). Products held for Purchaser or stored for Purchaser shall be at the risk and expense of Purchaser. If, at the request of Purchaser, shipments are postponed more than thirty (30) days, invoices shall become due thirty (30) days after notice that products are ready for shipment. Claims against Seller for shortages must be made within ten (10) days after delivery of shipment.

**ELECTRONIC DATA INTERCHANGE (EDI)** Williams encourages the use of EDI for customers who process large volumes of orders. Contact orders@wfc-fc.com for additional information.

**STANDARD RETURN GOODS POLICY** Goods shall not be returned without written return goods authorization obtained from WFC.

1. A copy of the WFC Return Goods Authorization (RGA) form must accompany all returns
2. Only stock material is returnable. Material made to order is not returnable. Special orders are non-refundable.
3. Goods not accompanied by a Return Goods Authorization form will be returned at the expense of the customer.
4. Goods returned in original, unopened cartons are subject to a minimum restocking charge of 25%; shipping charges must be prepaid. A 50% restocking charge will apply for all merchandise returned valued under \$100.00.
5. Goods returned in other than original carton/box and packing will be subject to additional charges for inspection and packaging.
6. Returns will be issued merchandise credit only, no refunds.

<b>CORPORATE ADDRESS</b>	250 WEST LAUREL STREET, COLTON, CA 92324
<b>PHONE</b>	1 (888) 444-1212 OR (909) 825-0993
<b>FAX</b>	1 (866) 923-0732
<b>EMAIL</b>	ORDERS@WFC-FC.COM
<b>WEBSITE</b>	WWW.WILLIAMSCOMFORTPROD.COM
<b>CUSTOMER/TECHNICAL SERVICES</b>	6:00 AM - 5:00 PM PACIFIC STANDARD TIME

**WARNING:** These products can expose you to chemicals including epichlorohydrin which is known to the State of California to cause cancer and birth defects and/or other reproductive harm. For more information go to [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)