

MINIMUM ORDER

No minimum purchase required, orders under \$25.00 will be charged a \$5.00 processing fee in addition to Freight charges.

CREDIT CARD CHARGING

We accept Visa, Master Card, Discover Card and American Express.

CREDIT CARD PAYMENT REQUIRED INFORMATION

- Name On Card
- Expiration Date
- Billing Address
- CCV Security Code
- Credit Card Number

ACCEPTED PAYMENT METHODS

Personal check, bank check, certified check, or Postal Money Order. Cash On Delivery (COD) orders will be charged the carrier's C.O.D. charge and must be paid in cash or certified check. UPS additional C.O.D. charge \$11.00 per box.

SALES TAX

For the states of New York and Vermont, sales tax is collected on all taxable purchases. On all other state sales we do not collect sales tax.

SALES TAX EXEMPTION

A Sales Tax Exemption Certificate is required to be on file in order for sales tax to be removed. Exemptions vary, please call for more details.

SHIPPING

We ship most orders promptly within 24 hours of receipt. Orders are shipped UPS as long as they fall within UPS's weight and size limits.
• Maximum Weight: 150lbs, 70+ lbs shipments incur an additional charge.
• Maximum Dimensions: 130" Length & Girth
• Maximum Length: 108" Length
• Minimum Charge: 84"+ sized packages are billed at a 25lb minimum
• Additional Charge: 60"+ packages incur a \$8.00 additional charge.
Shipments in excess of these limits will be shipped via the best method, freight collect. Shipments to Hawaii or Alaska incur Freight Extra charges.

FREIGHT ALLOWED

All orders of \$300.00 or more delivered east of the Mississippi River will be shipped FREIGHT ALLOWED. All orders of \$500.00 or more delivered west of the Mississippi River will be shipped FREIGHT ALLOWED. "Freight Extra" items are excluded from Freight Allowed.

PRICES

Effective pricing dates are listed on the front and back covers of this catalog. If an item on your order sustains a forced price increase, Dale Electric will notify you before shipment. At this time you are permitted to cancel your order for a full refund. Although every precaution is taken, printing errors can occur. We reserve the right to correct such errors.

RETURNS

Returned Goods Authorization must be obtained prior to returning any merchandise. A letter requesting return authorization must be submitted within 30 days of your receipt of goods. This letter should include the date of your original order and the reason return is requested. Non-Stock and Special Order items are not returnable without permission of the Manufacturer, and are subject to their charges. DO NOT return merchandise without authorization, as shipments that do not show our Return Goods Authorization number will be refused.

DAMAGE IN TRANSIT

In those very rare instances when a package is lost or an item is damaged in transit, Dale Electric assumes full responsibility for filing claims. YOU HAVE NO PAPERWORK OR INCONVENIENCE. At the time of delivery please inspect your merchandise before signing. If damaged or lost, please note so on the freight bill, and have the delivery driver sign it. Notify the carrier by mail and send Dale Electric the delivery receipt explaining what was damaged or lost. Damage must be noted on the freight bill. Dale Electric will then present the claim to the carrier on your behalf.

BACK ORDERS

In the event we are short an item on your order, we will automatically back order that item. Typically back orders are filled within two weeks, unless otherwise advised.

ADDRESS CHANGES

Please send us your updated address along with your expired address and we'll update our records accordingly.

RETURNED CHECKS

\$30.00 Service Charge on all returned checks.

INTERNATIONAL SHIPMENTS

Please contact customer service (1-800-462-7733) to review options.

CALCULATE YOUR SHIPMENT CHARGES (UPS)*

- Step 1. Add up the total weight of your order.
- Step 2. Using the Zone Chart and the first 3 digits of your zip code, find your UPS zone.
- Step 3. Using the Rate Chart, find where your order weight and UPS zone meet.
- Step 4. Enter this amount next to "shipping and handling" on the order form.

*The weight chart below takes into account package weight only. If UPS charges more for a shipment than the actual weight would normally cost, the additional charges will be passed along to the customer.

ZONE CHART

Table with 10 columns of ZIP CODE PREFIXES and UPS ZONE. Each column lists ZIP codes and their corresponding UPS zones (2-8).

RATE CHART

Table with 3 columns of ZONES (lbs. 2-8) and 8 columns of rates. Each cell contains a rate value for a specific weight and zone combination.