

Terms & Conditions

1. PRICES

All prices are subject to change without notice. Prices are those in effect on the date of shipment.

2. TERMS

Net 30 on established credit. If you wish to obtain an "Open Account" with Crystal Pacific, please complete our credit application and return it to us. Please allow ample time for processing.

For COD customers, any balance must be paid in full upon delivery or pick-up.

All credit card payments are subject to a 2-3% surcharge. The minimum charge amount is \$20.00. We do not accept post-dated or third-party checks.

3. QUOTES

Prices effective for 30 days from quotation entered date. Verbal quotes, not confirmed in writing, will not be honored.

4. ORDERING

All orders are accepted subject to availability of merchandise. Crystal Pacific will not be held responsible for accidents or any other cause beyond our control. We encourage emailing or faxing orders to us, or placing them on Bid Express. Crystal Pacific will assume no responsibility for errors on phone orders.

Confirmations of orders are emailed or faxed back. It is the responsibility of the customer to check the confirming order for accuracy. We will not be responsible for unnoted errors. Orders cannot be changed or cancelled after 10:00 am of the following business day of placing the order.

5. MINIMUM

Due to necessary costs to process an invoice, all open account orders will be subject to a minimum billing charge of \$20.00.

6. DELIVERY

On normal scheduled delivery days, we will deliver via our trucks in most major metropolitan areas on orders of \$250.00 or more. Check with your Crystal Pacific representative for our terms in your area.

7. JOB SITE DELIVERY

Job site delivery is available in most areas. However, a delivery charge will be added per job site. Check with your Crystal Pacific representative to see if job site delivery is available in your area. All COD job site deliveries must be prepaid.

8. POINTS OF PURCHASE

All prices are quoted FOB our warehouse shipping points. All deliveries or shipments, other than that stated in "DELIVERY," will be shipped via a commercial carrier of the customer's choice, FREIGHT COLLECT.

9. CLAIMS

Claims for damaged material, shortages, or error will not be considered unless reported within five (5) business days after receipt of shipment.

10. FREIGHT – FOB DOCK

In all "Common Carrier" shipments, the transportation company is responsible for all merchandise after having accepted it for shipment in good order. The consignee must make all claims and correspondence for loss or damaged material against the transportation company.

11. RETURNS

Products are manufactured to order and cannot be returned for refund or exchange. Prior authorization from Crystal is required for any returns.

12. COMPLETED ORDERS

Completed orders not picked up 30 days from notice by Crystal shall be considered cancelled, your deposit will be forfeited, and cancellation charge may apply. May be subject to storage charges.

13. PRODUCT WARRANTY

Products are warranted against defects in workmanship and materials. Specialty buyout items may have a different warranty. Warranty is void if the product has been subject to improper installation or mechanical damage indicative of obvious mistreatment or abuse.

Under no circumstances will we be held responsible for labor charges occurring from job site repair or replacements.

Please ask your Crystal Pacific representative for product warranty information.