

- General Information:** This Design Hardware 2017 Price Book is presented to show the **Selection** of products available from Stock, Custom Builds or Special Order. As the offering of **Quality** products continues to grow so will our **Service** to the customer.
- Terms:** Standard is NET 30 Days unless negotiated (contact sales rep for more details)
- Orders:** All orders are processed and shipped ASAP typically in 24-48 hours.  
Temporary out of stock items will be shipped freight paid when they are restocked.  
Any order changes or cancellations must be made promptly.  
All Custom Builds and Special Order lead times must be quoted/confirmed based on availability of the items ordered.
- Prices:** Orders are accepted with the understanding that they will be invoiced at the prices in effect at the time of shipment. No negotiated special item prices will be affected by this price book and will remain in place per negotiated agreements.  
List prices shown in this 2017 Price Book supersede any previously published list prices.  
Any special quotes must be noted/referenced on the purchase order at time of order.
- Freight:** Standard Freight Paid on orders \$5,000 NET unless negotiated (contact sales rep for details)
- Returned Goods:** Returned goods will not be accepted unless a RGA# is authorized by customer service.  
In order to receive the correct credit for returned items, please refer to invoice/sales order and purchase order numbers and date.  
No material over 1 year old can be returned.  
All items must be returned freight paid, any freight collect returns will be refused.  
Most special order & made to order items are not returnable, call to discuss details.  
ALL ITEMS MUST BE IN RESTOCKABLE CONDITION OR 35% RESTOCK FEE WILL APPLY
- Samples:** Contact your sales rep or customer service to request samples.
- Warranty:** Design Hardware warrants to the original purchaser that this product shall be free from defects workmanship and materials for the life of the product under normal use. Design Hardware's warranty is limited to the repair or replacement of the defective product. Any product that has been, during the warranty period, promptly reported to Design Hardware as defective in materials and/or workmanship, and is so found by Design Hardware upon examination, shall be repaired or replaced at Design Hardware's option. Purchaser is responsible for returning the allegedly defective product to Design Hardware's place of business at Purchaser's expense for examination, repair and/or replacement if requested to do so by Design Hardware.