



6169A Industrial Court P.O. BOX 167 Greendale WI 53129
Phone: 877-421-9490 Fax: 877-421-3158
customerservice@wikk.com
www.wikk.com

Terms & Conditions

Effective 11/1/13 Updated 5/1/18

PRICING: These prices replace any and all previously published prices (including verbal prices). The price shown is List Price. A discount, if applied, is factored into the line item totals. All prices shown are in U.S. Funds, and payment must be made in the same. Prices are subject to change without notice. Errors and/or omissions are subject to correction. Freight is additional unless specified otherwise.

TERMS OF SALE: All orders from new accounts are generally C.O.D. (Cash On Delivery), C.I.A. (Cash In Advance), or by American Express, Discover, Master Card or Visa Credit Card, unless waived to Net 30 by Credit Manager. **Approved Account Customers are 1% discount if paid within 10 Days, Net 30 Days. If customer account exceeds 30 days, Wikk reserves the right to hold all orders until account becomes current. 1.5% Interest will be charged monthly on overdue accounts. Customer is responsible for any expense of collection incurred by Wikk. If customer account goes to arbitration, the arbitration will be conducted in Wisconsin.** Wikk does not agree to be bound by any terms and/or conditions set by buyer unless specifically agreed to in writing by Wikk Credit Manager.

REVIEW OF CREDIT TERMS: Wikk reserves the right to request a New Credit Application be completed for customers who do not pay within our Terms or have not purchased in the last 5 years.

ORDERING: Wikk has a \$25.00 net product minimum order amount. **If minimum is not met, a \$5.00 charge will be added to the order.** All orders are subject to acceptance by Wikk. All verbal orders are at customer's own risk. **Wikk reserves the right to request a percentage of the order/quote as a deposit on Custom Bollards or Special Orders before shop drawings are provided.** Cancellation of Special Orders will incur a minimum 50% to 100% charge depending on production status. **There will be a \$200.00 charge if shop drawings are supplied and the order is cancelled.** Please review your order acknowledgement carefully and contact Wikk promptly with questions or changes.

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SHIPPING:

1. In-stock purchase orders received before 12 Noon CST will ship that same day.
2. For custom engraving and/or special finish products, please anticipate a 2-3 week lead time from receipt of approved shop drawing.
3. Special bollards will require a 1 week lead time for shop drawings and a 3-9 week lead time, depending on the type of bollard and quantity.
4. Unless a specific carrier is requested, Wikk will ship UPS Ground or UPS Freight. All drop shipments are subject to an extra \$10.00 charge if UPS does not recognize the address.
5. Consignee takes on all responsibilities of reporting any claims resulting from damages, loss or delay to carrier.
6. Wikk will Render all reasonable assistance in obtaining satisfactory adjustments of claims.
7. If Fed Ex is the preferred carrier, Wikk will apply a \$27.00 surcharge, as Wikk is charged a \$27.00 pick-up fee, **even if using customer account number**. Fed Ex Ground also charges a \$11.00 surcharge per package which will be passed on to the customer.
8. Fed Ex Ground packages will be picked up the day after receipt of order.

WARRANTY: Wikk Switches and Bollards are warranted 18 months from date of shipment. Receivers and transmitters are warranted by the manufacturer for 24 months from the date of manufacture. **The warranty on Satin / Mirror Stainless Steel, Custom Formed / Plated Aluminum, Cladded, Painted or Powder Coated Bollards is voided if any alterations or modifications are made to the bollard. The Warranty does not cover damages resulting from misuse, abuse or if customer alterations or modifications have been made to the product.**

RETURNS: No stock may be returned without prior authorization from Wikk. No misordered returns will be accepted after 90 days. All returns must be shipped to Wikk Prepaid and Insured for the full value to cover possible shipping damage. If error is caused by Wikk, corrected orders will be reshipped, UPS Ground, and Wikk will pay the shipping charge. For returns, expedited freight is available at extra charge. The value of the misordered goods returned is subject to inspection by Wikk as to resale condition and, at minimum, charged a restocking fee. If a switch is Non-Operational, Wikk will send a switch replacement kit to repair switch. Damaged products, products without original packaging and products showing wear will not be accepted. If returned product is not received within the 30 day limit, the RGA is void and the customer will be responsible for all charges.

Custom Engraved and/or Special Finish Switches and Custom and/or Mirror Bollards are non-returnable.

RESTOCKING CHARGES

- 15% Goods returned unused and in original packaging within 30 days (Excluding Bollards).
- 25% Goods returned unused and in original packaging within 31-60 days (Including Bollards).
- 50% Goods returned unused and in original packaging with 61-90 days.

Wikk does not accept returns after 90 days.