

ORDER CONDITIONS

Prices: Prices are subject to change without notice. **No prices are guaranteed;** all shipments will be made at prices prevailing at the time of receipt of order.

Terms: Net 45 days. Past due accounts may be subject to a shipping hold.

Acceptance: We reserve the right to decline an order, in whole or part, when the type or quantity of goods or creditworthiness of the purchaser is not satisfactory.

Delivery: All shipments are Ex Works* Factory New Braunfels, Texas. **Freight allowance (ground service only) will be based on individual shipments of \$10,000 or more in the contiguous U.S. and Canada.**

***Ex Works:** It is the buyer's responsibility to get Detex products from the Detex factory to the buyer's warehouse. The buyer can appoint a shipping and freight-forwarding company to collect goods from the Detex factory and transport them to the buyer's warehouse, including insurance of goods.

Credit Card Payments:
Effective May 1, 2023

A fee of 3% will be applied when using credit cards for payment.

Returned Goods: Materials may be returned for credit within **six (6) months** of purchase. No goods will be accepted for return unless a **Return Materials Authorization** has been issued. Contact your local representative or factory with requests. **Returns must be unopened and in original packaging.** Credit will be issued at price paid or current price, whichever is lower, less a minimum 25% restocking charge. **Obsolete, discontinued or special products are not returnable.**

Special Order Items: Detex Custom Engineered EasyKits, products made for a specific customer requirement and other specialized one-of-a-kind products are **non-returnable** and **non-cancelable**, and may require a prepayment of 50%. Exit devices can be precut at factory for \$75.

Cancellation & Changes: If orders have been entered for manufacturing, cancellations cannot be accepted without our permission and may be subject to a cancellation charge.

Corrections: We expressly reserve the right to correct clerical, stenographic and other obvious errors at any time.

TOLL FREE FAX NUMBER FOR PLACING ORDERS

1-800-653-3839

**TOLL FREE NUMBER FOR PLACING ORDERS DIRECTLY TO
OUR SALES DEPARTMENT**

1-800-729-3839

or e-mail

sales@detex.com

International e-mail: export@detex.com

For the name of the representative / sales office in your area,
see Local Sales Offices at www.detex.com



Detex products can expose you to chemicals including Chromium (hexavalent compounds) and Lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.detex.com/prop65