

## On-Line Ordering

- ④ Orders are initiated by customers placing their order by fax or email. We require that all phone orders be followed up with a fax or email from the customer to ensure proper handling of details.
- ④ Orders are confirmed by fax or email back to the customer within 24 hours, unless there is a problem concerning details of items ordered. Confirmation will include deliver by date, price and any other details requested.
- ④ Lead Times vary throughout the season and we reserve the right to adjust as work flow dictates, we will notify customer if target delivery date will not be met.
- ④ Order quantity may be adjusted +/- 10% to facilitate production needs. All items must be ordered in full case quantities. Minimum order: \$250.00 for COD or \$500.00 for net terms billing.

## Freight Policy

- ④ All orders are shipped freight collect or pre-paid and added to invoice [with credit approval.]
- ④ Customers are required to supply carrier name to use or UPS or FEDEX account number for collect shipments.

## Return Policy

- ④ We pride ourselves on our quality and therefore we offer a 100% warranty on all our products.
- ④ In the event that an item needs to be returned must be clearly marked with a valid RMA [Return Material Authorization] number. RMA numbers can only be given via a faxed or emailed RMA form from our customer service department. No RMA numbers are given over the phone. Credit for product will be given only if determined to be manufacturer's defect. All other credit will be at sole discretion of the company.

## Custom Harness & Product Policy

- ④ All items that are built to a customer's specifications, those that deviate from our standard specifications, will require a signed print and sample submitted form before production begins. If customer also requires a safety stock on our floor, a contract will be needed to ensure no engineering changes are made prior to taking agreed to safety stock level for customers.

## Credit Policy

- ④ We offer net terms to our customers as well as COD in some cases where necessary or requested by customer. Our standard net terms are 1% 10, Net 30 days. This means customer may take a 1% discount on their invoice if paid within 10 days of invoice date and the balance is due 30 days from invoice date. Past due accounts are subject to a 1 ½% per month late fee on each invoice that is not paid within stated terms on invoice. Accounts that go more than 60 days past due twice within a 6 month period are subject to the placed on COD for up to one year.

## Product Samples and Production Samples:

- ④ Customer may request a sample of a product before production. If needed there may be a nominal charger to setup machines to run sample. Customer is responsible for all shipping chargers for sample. Samples of our products are available by request for a nominal fee. A Credit Voucher for sample fee will be issued that can be used as a credit towards your first order.

## Organizational Memberships and Compliance:

- ④ VanGuard Manufacturing is proud to be a member of the National Association of Trailer Manufacturers.
- ④ We are also compliant with the specifications of the National Marine Manufacturers Association.
  - Our wiring harnesses and connectors meet all necessary criteria and specifications for these
  - association requirements as well as being RoHS compliant.
- ④ We are compliant with UL Certifications for our products that require same. All of our raw materials are RoHS compliant along with our wiring products.