

Doing Business with **NICHOLS**

ORDER INFORMATION

To place an order

Call (888) NIC-U1ST or (888) 642-8178, Monday through Friday, 8:00 am to 5:00 pm

Fax orders 24 hours/day, 7 days/week. **(231) 799-3550**

Mail orders to: Nichols, PO Box 291, Muskegon, MI 49443

E-Mail orders to: orders@enichols.com

E-business (online ordering) orders: Register for a password and order online at www.enichols.com

Backorders

Nichols "backorder" items are products not in stock at the time an order is placed. Shipment will occur at a later date, or with your next order.

Minimum Order

Nichols minimum order is \$75.00. Any order not meeting this minimum will be billed a \$7.50 "small order processing charge," in addition to fuel surcharge and freight.

Pricing

All prices are subject to change without notice. Inquire at time of order for current pricing, or contact your Nichols Representative for written proposals.

Returned Merchandise

Merchandise may be returned to Nichols by contacting us and requesting a Return Authorization Number. With confirmation of the Return Authorization number, our drivers or a Nichols representative may pick up the product. Returned merchandise must be returned within 30 days of the purchase date, in saleable condition and in original cartons and full cases. A restocking charge may apply. Special orders are not returnable.

Terms

Our terms are Net 25 days for customers with approved credit. Unless an open account has been established, or the order has been pre-paid, all orders will be shipped C.O.D. cash or credit card. There will be a \$25.00 service charge for all returned checks and a 1.5% charge on past due invoices.

Credit Cards

Nichols accepts Visa, MasterCard and American Express. If you desire, we can keep your card information on file so your orders are automatically paid as they are shipped.

Custom

A custom product is a product that is specific only to one customer. With custom orders we require a signed contract, usage information, and a commitment to acquire excess inventory if usage changes or ends. These items will be ordered for you on a non-cancelable, non-returnable basis only. Unless an open account has been established, orders for custom products must be pre-paid.

Special Orders

Nichols can order a non-stock item for you. These items must be ordered in full cases and meet manufacturer's minimum order quantities. Any returns are subject to a manufacturer's restocking fee and freight. Unless an open account has been established, special orders must be pre-paid.

Legal

All orders shall be subject to Nichols standard terms and conditions as set forth on our website and as incorporated into our order acceptance.

DELIVERY INFORMATION

Freight and Fuel Charges

Orders less than \$150.00, or outside of Nichols delivery area, are subject to a delivery charge. Nichols ships via UPS or other carrier, unless otherwise specified. A fuel surcharge will be applied to each order. Hazardous chemicals charges may apply.

Location

Nichols delivers to general receiving locations, unless specified otherwise. If your facility requires delivery appointments, or has special delivery requirements, provide information to Nichols accordingly. Special charges may apply.

Note: These terms are subject to change.

