

Shipping Policy and Return Policy

Shipping Policy (Wire and Cable)- Freight Allowance: Shipments totaling \$750.00, (\$3000.00 Distributors) or more will be Freight Prepaid via negotiated overland truck only in the continental U.S. (excluding Alaska and Hawaii**). All other shipments will be freight collect with no freight allowance. NO C.O.D. shipments. Air shipments only with written authorization. Accessorial Charges (Inside delivery, Call before delivery, Lift gate, Construction site, Limited access, Residential deliveries, Reconsignment, or Re-delivery, and High cost service delivery areas) are not included in Pre-paid Shipments.

**West Penn Wire will pay for standard shipments to Hawaii or Alaska when the order size meets and/or exceeds \$5,000. This does not include partial shipments at the request of the customer.

Odd Length Spools - Random lengths other than standard packages may be available with an additional 15% discount. We reserve the right to ship up to 10% of total order on odd length spools.

Cancelled orders - Subject to a minimum \$100.00 service fee.

Standard Terms - Net 30 days, subject to additional terms as stated on reverse side of invoice.

Take advantage of our Quick Pay discount!

1.5% 15 days, net 30

Sales Return Policy

Request to Return Material

Customers wishing to return material to West Penn Wire are required to obtain a "Return Material Authorization" (RMA) number prior to the material being returned. RMA numbers are issued in numerical sequence and expire 90 days from the date of issuance.

All material must be returned in original unopened West Penn Wire packaging. Returned material will only be accepted if received within six months of the original invoice date.

The issued RMA will provide instructions as to where and how the material is to be returned.

No return authorizations will be issued for discontinued items, warehouse clearance items, special made lengths, non-catalog items, and fiber.

Returns Due to West Penn Wire Error

If a return is necessary due to an error by West Penn Wire the customer will be reimbursed through trade credits for the material returned and any freight originally paid by the customer. The RMA will provide instructions as to where and how the material is to be returned. If the material is not returned pursuant to the provided instructions, the customer will be responsible for all freight charges incurred.

Returns Due to Customer Decision

If a return is requested by the customer due to any reason other than a WPW error, the customer will be responsible for the pro rata share of the original outbound freight if prepaid by WPW and the return freight. Returns will also be subject to the following restocking charges if received in conformity with the return policy:

* 25% restock charge if there is no replacement order.

* 10% restock charge if there is an equal dollar amount replacement order.

* No restock charge if there is a replacement order that is twice the dollar amount of the original order.

All Content is subject to Change: Consult West Penn Wire