



1210 Washington Ave. Racine, WI 53403  
(800)822-6122 (262)634-5534  
FAX (262)634-2127  
www.hffluidpowerproducts.com  
sales@hffluidpowerproducts.com

• MANUFACTURER, DISTRIBUTOR, AND FABRICATOR OF FLUID POWER COMPONENTS •

## HFI FLUID POWER PRODUCTS CUSTOMER SALES POLICIES

### Return Policy

#### All Returns:

- Must be authorized and assigned a Return Goods Authorization (RGA#)
- Must have the RGA# visible on the returned package
- Will be charged a 25% restocking fee
- There will be no returns after 30 days

#### Product Must Be:

- In quality saleable condition
- In original packaging

#### Defective or Damaged Product:

- Follow guidelines for obtaining RGA#
- Credit issued upon receipt and inspection of product
- No restocking fee will apply
- For damaged product due to shipping, please make claim with parcel carrier

### Credit Request

#### Incorrect Pricing or Short Shipments:

- Must be reported within 10 days to ensure the proper credit is issued to the account
- Please do not deduct incorrect pricing or short shipments from your payment without a credit

#### Orders Placed in Error:

- RGA# must be obtained
- 25% restocking charge will appear on credit

#### Shipping Errors:

- Must be reported within 10 days of receipt
- Returned with an RGA#
- Credit will be issued upon receipt of this product, please do not deduct from your payment

**Please Note: If we are not notified, you will be responsible for the entire invoice.**

### Billing

#### Conditions:

- Terms: Net 30—all overdue balances will be assessed a finance charge of 1.5% per month

### Order Policy

#### Order Requirements:

- \$50.00 net minimum

#### Samples:

- Available upon request
- Available free of charge if possible (Our choice), freight expense will not be invoiced

#### Disclaimers:

- We will not be responsible for clerical, typographical, computer or printer errors
- Product specifications are subject to change without notice
- All prices and discounts subject to change without notice

### Blanket Orders

#### Blanket Orders:

- Must be accompanied by a firm release schedule
- Each release must be at least 20% of the total quantity ordered
- Prices are guaranteed for a period of 6 months from receipt of order
- All blanket orders are subject to approval by the sales department (pending production approval)
- At the end of the blanket order term any material remaining on the blanket order will be shipped unless otherwise approved by management

### Certificates of Compliance

#### Certificate of Compliance:

- Available upon request
- Surcharge of \$10.00 added per shipment
- No partial shipments unless authorized

### Shipments From HFI

#### Crate and Box Charges

- HFI will attempt to package all product leaving our facility in the safest and most economical manner
- Crate and boxing fees will be automatically charged per our Crate and Box Charge Schedule that can be downloaded from our website