

## **Environmental Express, Inc. Terms and Conditions**

### **Shipping:**

All shipments are sent FOB destination via the most cost effective means with UPS being our primary provider. USA. Products ship UPS unless otherwise specified. Freight charges are prepaid and added to your invoice. Orders of in-stock items received by 3:00 pm Eastern Standard Time ship same day. Some exceptions do apply to shipping products same day, such as refrigerated items and custom equipment. Please verify with your representative about shipping dates.

### **Damaged or Incomplete Shipments:**

Please inspect all shipments upon arrival for damages incurred in shipping. DO NOT accept damaged shipments until driver has noted damage on both shipper's and receiver's copy of the delivery receipt. Should you receive a damaged shipment, keep all packing materials for later inspection. Damaged or incomplete shipments must be reported within 30 days of invoice date. Call Environmental Express Customer Service at 1.800.343.5319 immediately to report damaged, incomplete or incorrect shipments.

### **Return Policy:**

All product returns must be pre-authorized by Environmental Express. Call Customer Service at 1.800.343.5319 to receive a return authorization number. Return items will be inspected and are subject to a restocking charge. Returned items must have been purchased directly from Environmental Express. Non-returnable items include custom orders and items with expired shelf lives. Items must be returned within 60 days of receipt.

### **Limited Product Warranty:**

Environmental Express products are warranted to meet their current stated quality and performance specifications and to be free of defects in material or workmanship for a period of sixty days from the date of shipment. The warranty implies product replacement or refund of the purchase price, upon written proof of the defect and return of the damaged product (within the sixty day period). Mishandling of the product by the customer either in use or in storage voids the terms of this warranty. No other warranty or representation is expressed or implied by Environmental Express for its products with respect to merchantability, fitness for any particular use or purpose, or any other matter. Environmental Express will not be liable for any incidental, consequential or compensatory damages arising from use of, or in conjunction with its products. The maximum liability for breach of warranty shall be the invoice price of said product(s). Products sold but not manufactured by Environmental Express are subject to individual manufacturer's warranty.

### **Disclaimers:**

All products shown are subject to availability. The information published in this website is, to the best of our knowledge, accurate. Environmental Express reserves the right to change product specifications without notice.

### **Trademarks:**

Mentioned trademarks are trademarks of their respective owners. No license or immunity under any patent is granted or implied by our sale of any material. All information sent to us voluntarily, relative to Environmental Express products is considered to be submitted without any obligation on our part.

**Privacy:**

We know that your privacy is important to you and we promise to respect it. At Environmental Express, we never sell, rent, barter, or trade any information (including email address) about you or your visit to our web site. However, we must give full cooperation in any situation where we are required by law or legal process to provide such information. This site contains links to other sites. Environmental Express is not responsible for the privacy practices or the content of such Web sites. Contact information for the customer is used only for the purpose of direct communication with our customers. Occasionally Environmental Express may send customers promotional materials through the US Postal Service or electronically through e-mail.

**Security:**

Environmental Express (environmentalexpress.com and envexp.com) uses the latest technology to protect your credit card information. You can place your orders directly through the website as Environmental Express uses VeriSign services. The site can secure your private information using a SSL Certificate. Information exchanged with any address beginning with https is encrypted using SSL before transmission. The certificate seal is located in the LOGIN section of the site.