

United Supply Company Credit Policy

All orders are subject to approval from the Credit Department. Deposits may be required on custom-made orders. All accounts with a past due amount will be placed on Credit Hold. The Credit Department will not be able to release your order to fabrication until the account is current.

United Supply Company Terms

- Net 30 for those who filled out the proper credit application and who have been approved by our Credit Department.
- Cash or Check
- ACH - Automatic Funds Transfer
- MasterCard or Visa - USC accepts MasterCard only from the USC Account holder – (principal or owners of the account).
- USC does not accept MasterCard or Visa to pay an existing balance.
- United Supply Company does not accept credit cards from outside the trade.



Drop Shipping Sales Tax Policy

United Supply Company is happy to assist you by drop shipping your order to the destination of your choice. In **FL, GA, IL, NC, OH, PA, SC, and TN** the Department of Revenue of each state requires that United Supply Company collect the applicable tax on drop shipped orders. Only if a sales tax exemption certification is provided for the state to which the product is being drop shipped will the order be tax exempt.



Returns

How it Works

All returned goods must have a return authorization number. Please contact Customer Service at

(800) 334-1207 to obtain an RA number and instructions for returning the goods to United Supply Company.

Stock Products

United Supply Company accepts returns of stock merchandise within **30 days** of purchase only if the merchandise is in its original, unopened packaging and is current stock. Any cut drapery poles/rods, tracks, or fascia will not be accepted for return. There will be a **20%** restocking fee for all returns which are not due to USC error. All returns on USC Scroll and French Gimp products will be charged a 25% restocking fee.

Custom Products

Custom Products cannot be returned for credit. Custom Products that are defective due to manufacturing error or faulty material will be repaired or replaced at the discretion of United Supply Company. United Supply Company will adhere to the manufacturer's warranties where applicable. United Supply Company will not be responsible for shipping costs or labor costs for measuring, removing, or reinstalling the custom product.

Damaged Freight Policy

All shipments, including those shipped by common carriers, must be inspected immediately upon receipt for freight damages or shortages. If a shipment is received damaged, please sign delivery receipt "Damaged or Shortage." Black marks, holes, open ends, re-taping, torn boxes, etc. constitutes damages. You will be responsible for damaged freight not properly noted on the delivery receipt.

- Visually inspect the freight.
- Check for dents, tears, bends, broken shrink wrap, re-stacked freight, or places that have been re-taped.
- Do not accept damaged freight unless it is signed for "damaged" or "shortage."
- Signing for as "damaged" includes signing physical paperwork or an electronic signature.
- Take photo of the Bill of Lading paperwork showing where you signed "damaged" or "shortage."
- Ask the driver for an OS&D or exception number for damaged freight for your records.
- If you find concealed damage in your shipment, USC has five working days to file a claim.
 - Please send a photo of the damaged freight and the Bill of Lading noting the damage associated with your order when you contact USC to report damage.

