



DAMAN PRODUCTS SALES POLICY

Updated 6/1/2021

GENERAL

- Business Hours 8:00 A.M. to 5:00 PM Eastern time.
- Payment terms net 30 days. Remit to Address: P.O. Box 373, South Bend, IN 46624.
- Blanket orders expire 12 months from original order date.
Part numbers and quantities are permanent after first shipment. Daman Products reserves the right to manufacture part or all of the order at our discretion to facilitate production schedules.
- Drop shipments permitted at Distributor discounts in most situations. Daman Products reserves the right to determine when this is appropriate.
- Freight charges are F.O.B. Mishawaka, IN. Non-truck shipments via UPS can be pre pay and add, collect, or 3rd party bill. 3rd party billing must include name and address of 3rd party billed.
- FedEx is available with supplied account number.
- UPS and FedEx ground shipments over 70 LBS will be assessed a \$25 per package fee for extra costs necessary to protect products shipped in this fashion.
- Truck shipments must be collect or 3rd party bill and cannot be pre-pay and add. 3rd party billing must include name and address of 3rd party billed.
- Product warranty is for material and workmanship is 2 years from date of original purchase.

STANDARD PRODUCT

- Pricing available by request or at www.daman.com. Price change communications 30 days in advance. Existing orders honored for 60 days. Price reductions are not retroactive.
- Stock items are available for same day air shipment with receipt of order prior to 4:00 PM Eastern time. All other in-stock orders received by 3 PM Eastern will ship the following day.
- Standard catalog items that are *non-stock* are built to order per current lead-time.
- Non-stock standard product orders are non-cancelable.
- Returns: See Daman Products Return Policy.

CUSTOM PRODUCT

- Delivery is based on our current production schedule and changes daily according to backlog. Delivery acknowledged after receipt of PO.
- If a prototype is necessary prior to releasing a production quantity, Daman may consider using the quantity price for the prototype as well. Daman reserves the right to determine when this is appropriate.
- Approval drawings are sent by e-mail for all custom products prior to manufacture unless you have sent us a complete manufacturing drawing and we have agreed in writing to match it. Delays in responding to questions, returning the signed approval drawing, or changes/additions to design layouts will change the ship date of the custom product.
- Cancellation charges will be applied to cover the cost of finished inventory, engineering time, and purchased material and / or labor costs incurred at the time of cancellation. Cancellation of blanket orders may involve back charges depending on the total quantity shipped vs. quantity pricing previously agreed.
- Returns of custom products are limited to warranty situations.

Daman Products Company, Inc.

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