

ALFA'S SALES POLICIES

PAYMENT TERMS: When opening a new account, here are several payment options:

- Net 30 Day Terms – Please include a copy of the ALFA Credit Application (pg 131).
- Credit Card – Visa, MasterCard, American Express & Discover are accepted.
- C.O.D. – Cash on Delivery.
(Title to all goods remains ALFA property until invoice is paid in full.)

MINIMUM ORDER & FEES:

- \$50.00 Minimum Order or \$15.00 service charge for smaller orders.
- \$4.00 Drop Ship – Drop Shipping is available for a nominal charge of \$4.00 per order and will be shipped “Blind/Neutral” to your customer.

PLACING ORDERS / ALFA BUSINESS HOURS:

- Email sales@alfaco.com
- Web www.alfaco.com
- Fax 800-328-2532 (ALFA)
- Call 800-327-2532 (ALFA)
- Please be sure to include your 7-digit Account # on your order!
- All order Cancellations must be received in writing
- Non-Stock/Special Orders are non-returnable

ALFA BUSINESS HOURS

Monday – Thursday
8:30 am – 5:00 pm
Friday
8:30 – 4:30 pm

PRICES:

- Prices shown are standard LIST prices, but are subject to change without written notice.

BACKORDERS:

- All Backorders will be shipped immediately upon ALFA inventory replenishment, regardless of order quantity & value, unless otherwise instructed.

WARRANTY:

All products sold by ALFA are warranted to be free from defects in material and workmanship and come with a “Bench” Warranty ranging from 6-12 months from Date of Invoice. (unless otherwise noted in catalog).

- A Bench Warranty requires a product to be sent back to the Manufacturer for inspection. Once assessed, if product is determined to be defective, it will be repaired or replaced at the sole discretion of the manufacturer.
- ALFA does not issue call tags
- Warranty shipments without an ALFA Return Authorization # (see RETURNS Section in ALFA'S SHIPPING POLICY pg 131) and/or sent Freight Collect will not be accepted under any circumstances.
- Replacement products and/or credits will not be extended to customers who have items that have not yet received Warranty Assessment Approval. If a customer insist on a replacement being sent prior to the Warranty Assessment, the new product will be NOT be considered a Warranty Replacement and the buyer will be responsible for the invoice and any repaired product covered under warranty.
- Product Warranties are voided in cases where the product has been found to be altered, abused, modified, damaged, improperly installed/maintained or operated contrary to the manual instructions.