



**ELLIOTT & FRANTZ, INC.**

## **ELLIOTT & FRANTZ, INC. CREDIT/ PAYMENT/ RETURN POLICIES**

1. After your credit line has been established, you are permitted to place orders up to your credit limit. Any orders in excess of your established credit limit must be C.O.D.
2. If an account is placed on C.O.D. status twice in any 12 month period, it will be reviewed by Elliott & Frantz for continued credit.
3. Elliott & Frantz provides a monthly statement for reconciliation purposes. Any discrepancies on your account should be promptly reported to our Accounts Receivable Department.
4. Parts orders will not be initiated for C.O.D./cash customers unless cash or credit card is provided at the time of the order. All credit cards will be authorized **before** the order is placed.
5. Credit Card payments will be charged a 3% processing fee.
6. If a shortage or breakage occurs during shipment, you must notify our Parts Department by submitting an RMA form. The RMA form can be found on the "Parts Department" page of our website, [www.elliottfrantz.com](http://www.elliottfrantz.com).
7. In order to return material, you must complete a "Return Material Authorization" form. The RMA form can be found on the "Parts Department" page of our website, [www.elliottfrantz.com](http://www.elliottfrantz.com).
8. All returns are subject to a 25% restocking fee and all freight charges when applicable.
9. Customers have 30 days to return *unused* parts in *good condition*.
  - a. Damage parts are non-returnable
  - b. Used parts are non-returnable
  - c. Parts missing components/materials are non-returnable
  - d. Specially made parts are non-returnable
  - e. Original packing preferred

**Thank you for respecting our policies. If you have any questions or concerns, please contact Catherine Elliott at (610)279-5200.**