

## **TERMS & CONDITIONS**

### **ORDERING & SHIPPING**

Product may be ordered by telephone, fax, e-mail, or directly with a CHICAGO DIAMOND SUPPLY, LLC. Professional tool sales representative. All products that are in stock ship the same day if ordered prior to 3pm CST. All stock diamond items are shipped best way per item. All items are shipped prepaid freight. Delivery shortages and/or damaged goods must be reported within 48 hours of receipt of the shipment.

Terms of sale include C.O.D., credit card, check by phone, and 30 day approved credit account. Credit cards include VISA and MasterCard, AMERICAN EXPRESS and DISCOVER. Minimum order is \$50.00 USD. CHICAGO DIAMOND SUPPLY, LLC. reserves the right to limit credit and change credit terms if deemed necessary.

Customers choosing C.O.D. will be expected to have a physical address and must pay all C.O.D. charges. A customer that does not receive his C.O.D. package will be responsible for the freight charges incurred on the next order.

In the event that legal collection is necessary, the customer will be responsible for all fees and expenses associated with the collection of the account.

### **ORDER CONFIRMATION**

Prior to delivery of products from any order, CHICAGO DIAMOND SUPPLY, LLC. will issue order confirmation. This document will acknowledge these terms and conditions, in which buyer must sign and return to CHICAGO DIAMOND SUPPLY, LLC. Product liability responsibility is transferred from CHICAGO DIAMOND SUPPLY, LLC. to buyer upon order confirmation.

### **RETURN POLICY**

Please contact CHICAGO DIAMOND SUPPLY, LLC. prior to returning any goods to receive authorization. We will credit any UNUSED item for any reason within 30 days of the invoice date. The item must be in resalable condition in original packaging. Any of these unused items returned after 30 days will be charged a 25% restocking fee. All returns are subject to inspection in reference to guidelines and procedures of manufacture's products before credit can be issued. Any returns that are deemed misused will not be credited in reference to guidelines and procedures of manufacturer's products. If returned goods are not recognized in the reference guidelines of manufacture's products are deemed misused, transport will be charged and no credit will be issued. There are no returns on special order items.

### **PRICES & TAXES**

Product specifications and pricing are subject to change without notice. All prices are FOB Wood Dale, IL or manufacturer's warehouse. Taxes must be paid in states that CHICAGO DIAMOND SUPPLY, LLC. is registered. If you are entitled to an exemption, we must have your certificate faxed to (630) 509-3677 prior to your order.