

Wet Mop Customization

Loop-End: Minimum of 72 pieces required

Cut-End: Minimum of 144 pieces required

- To convert any mop to a smaller case pack, add "-6," "-4," or "-3," after item number (to indicate case pack)
- To convert a wide band mop to a narrow band mop, add "-NB" to item number
- To convert a narrow band mop to a wide band mop, add "-WB" to item number

(See all associated fees for customization in current Price List)

Corn Broom Carton Customization

Minimum of 144 pieces required

- Corn brooms are packed in bundles of 6
- To order in cartons, add "-CTN" to item number

Terms & Conditions

General:

- All orders are subject to approval by Nexstep Commercial Products.
- Prices are subject to change without notice.
- Prices charged will be the prices in effect at the time the order is placed.

Minimum Order/Freight Terms:

- Minimum order is \$500. Any order less than \$500 will be assessed a \$30 service charge, except backorders.
- Minimum opening order for a new customer is \$1,200.
- East of Rockies, shipments of \$2,000 or more, FOB Origin/Freight Prepaid, via carrier of our selection within the 48 contiguous states. Under \$2,000, FOB Origin/Freight Collect.
- West of Rockies, shipments of \$2,600 or more, FOB Origin/Freight Prepaid, via carrier of our selection within the 48 contiguous states. Under \$2,600, FOB Origin/Freight Collect.
- For redistributors, shipments of \$3,500 or more, FOB Origin/Freight Prepaid, via carrier of our selection within the 48 contiguous states. Under \$3,500, FOB Origin/Freight Collect.
- Accessorial delivery and detention charges are the responsibility of the receiver.
- Claims for shortages or damages must be made to Nexstep Commercial Products within 72 hours from date of receipt of shipment, any shortage must be signed and communicated to Nexstep Commercial Products' Customer Service Department.
- Credit memos expire after 180 days. Please specify credit memo number on remittance advice to apply.

Add-On Orders:

An add-on must be received within 24 hours of the original order to guarantee shipment together. If an add-on must be shipped separately, the customer will be responsible for the additional freight charges.

Non-Preferred Carrier:

Nexstep Commercial Products reserves the right to determine the most economical routing of all prepaid shipments. Nexstep Commercial Products will not pay for special service fees such as "sort and segregate" or "call for delivery appointment." Prepaid freight includes dock to dock shipping only. Call our Customer Service Dept. for quotes on services such as driver or lumper unload, sort & segregate, lift gate service, or prison/residential/inside deliveries, etc. Additionally Nexstep Commercial Products will not be liable for any additional charges that may be incurred by using a non-preferred carrier.

Payment Terms:

Net 30 days. Orders are invoiced the day they ship from our distribution center in Paxton, Illinois and payment is due within 30 days of the invoice date. Interest of 1.5% per month will be charged on any open balance exceeding 30 days.

Credit:

To establish credit, call our Accounting Department at 937-322-5163 or print Credit Application from our website at www.ocadoarcommercial.com and fax to 937-322-6826.

Returned Goods Policy:

Merchandise will be accepted for credit only with prior approval from Nexstep Commercial Products. Authorized returns will only be accepted in unopened original cartons, freight prepaid by the customer, and require a 20% restocking fee. Private labeled, discontinued, or customized merchandise cannot be returned for credit. Returns must have RMA#; contact Customer Service Dept. at 800-252-7666 prior to return for an RMA#.

Private Label:

At Nexstep Commercial Products, wet mops may be customized with a minimum order (per item#) of 6 dozen (loop-end)/12 dozen (cut-end). Private labeling may be available for other items, please inquire with our Customer Service Department.

Bids:

Nexstep Commercial Products reserves the right to provide bid pricing to only Authorized Distributors. All Authorized Nexstep Commercial Products Distributors must use stock pricing on invoices. To receive rebate for bid pricing, distributors must submit POD documentation and the Nexstep bid number.

Credit Cards:

We accept Visa, MasterCard, and American Express. There is no convenience fee on any order paid by credit card at the time the order is placed. However, there is a 2.5% convenience fee on any order paid by credit card after the order has been shipped.

Warranty Statement:

Nexstep Commercial Products will replace or repair any defective product within a year of the purchase date. To report a defective product, please contact customer service at 800-252-7666. Nexstep Commercial Products may request a proof of purchase to arrange a repair or replacement. The warranty is void if a product suffers misuse, abuse, modification, or failure to follow instructions. The warranty does not apply to nondurable goods.

Back-Order:

All backordered products of regular weight and size will be shipped prepaid. Anything defined as oversized by ground carriers, will ship to the customer prepaid if they can add items for a \$750 order East of the Rockies, or \$900 West of the Rockies. This prevents product from being damaged. If minimum cannot be met, customer is responsible for freight charges.

