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DALLAS, TEXAS 75238

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Terms and Conditions of Sale

Payment and Pricing Terms:

Southwest Heater & Control's standard credit payment terms are Net 30 days unless otherwise negotiated, agreed to and stated. It is Southwest Heaters' pricing policy to follow the manufacturer's published pricing list and discount schedules and to quote prices considering individual quantities and overall potential account volume. Southwest offers custom pricing based on individual and long-term volumes. Expedited delivery Charges: Manufacturing expedite charges are added to product price as applicable.

Returns:

Southwest Heater stock items are returnable for full credit if they have not been energized or show signs of installation. Some of the manufacturers we represent charge a restocking fee for all returns regardless of factory stock or not and regardless of new conditions. In the case of factory stock returns applicable restocking charges will be charged. There are no returns for credit on custom order items with the exception of items for warranty consideration.

Warranty Policy:

We honor and abide by the manufacturer's expressed warranty policy for given products. Warranties vary by manufacturer. SWHC does not warrant products beyond the express warranty of the manufacturer of said product/s.

Shipping, Delivery and Manufacture Lead Time:

Southwest Heater & Control quotes the delivery lead times per manufacturer's lead times on custom manufactured products. It is SWHC policy to monitor and give a best effort to inform customers when manufacturers run beyond quoted lead time. We do not assume responsibility for manufacturers missing quoted lead times or ship dates.

SWHC Stock items: Orders received prior to 2 PM that are in SWHC stock are available to ship on the same day the order is received.

Factory Stock Items: Factory stock orders received by 12:00 PM in the majority of cases are available to be shipped the same day the order is received. We advise on shipment of factory stock items on a case-by-case basis.

Freight/shipping: Unless otherwise negotiated and stated SWHC quoted price does not include freight or shipping charges. Freight charges are added as applicable, shipped collect or charged to the freight account specified by the end customer.