


Shipping Information

FREE SHIPPING - Free shipping applies to most orders placed from this catalog over \$100 sent standard ground service within the Continental US. Custom items not shown in this catalog may be excluded from the free shipping offer, items marked with  are excluded from the free shipping offer. The items included/excluded from the offer are subject to change without notice. Due to the ever-rising cost of outbound shipping, any order with backordered item(s) may be held until the backordered item(s) arrives.

FREIGHT CHARGES - You pay all freight costs unless otherwise stated or agreed upon. Next day, 2 day and 3 day air shipments are available at an additional cost. Freight is figured by dimensional weight, call 800-880-7694 for freight quote.

CONVENIENT WAYS TO PAY - Visa, Discover, MasterCard, American Express, Check with Order Check by Phone, Wire Transfer.

OVERPAYMENTS - Overpayments may be refunded or credited to your account.

ORDER FOR EXPORT - Quotes on orders for export may include shipping, special packaging, and documentation at a customer's request. Please call us for quotes. All shipments for export are subject to prepayment in U.S. Funds.

ADDITIONAL CHARGES

For each Address Correction - \$7.00

For each Acknowledgment of Delivery - \$3.00

For each Call Tag Received - \$9.00

Fuel surcharge subject to change without notice.

SALES, FREIGHT & WARRANTY INFORMATION

WARRANTY - Mann Lake Ltd. warrants its equipment to be free of defects in material and workmanship. If within 30 days of purchase you feel an item to be defective, please return the merchandise along with your sales receipt and Mann Lake Ltd. will refund the purchase price along with all transportation charges. Warranty does not cover damage to equipment arising from alteration, abuse or use of product for other than its intended purpose.

DAMAGED FREIGHT - All merchandise is shipped "F.O.B. Shipping Point". This is a legal term that means all merchandise becomes your property as soon as we give it to the freight carrier. The freight carrier is responsible for complete and safe delivery of your merchandise. It is your responsibility to inspect the merchandise when it is delivered. If the freight carrier fails to deliver your merchandise in good condition, it is your responsibility to contact us so that we can file a claim with the carrier on your behalf.

SPECIAL ORDERS - Special orders may require a deposit.

PICK UP ORDERS - A call before you come by helps us serve you in the fastest manner and in most cases we can have the order ready for you to pickup.

ORDER DISCREPANCIES - Check all orders immediately upon receipt and contact us within 10 days on any discrepancies.

RETURNED MERCHANDISE - Please call if you need to return an

item. We accept returns under the following conditions:

1. Call for Return Authorization.
2. Item must be in good condition.
3. Item must be returned within 30 days of receipt.
4. Original receipt is required.
5. In most cases a restocking fee of 20% will be charged. We cannot accept returns on hazardous materials.

REPLACING MERCHANDISE - When a situation occurs where Mann Lake Ltd. is shipping another product to you as replacement for damaged or incorrect product, there will be an additional charge for the new product sent and a credit applied at time of the return of the incorrect product.

PRICES - Mann Lake Ltd. will invoice all orders on the basis of prices which are in effect at the time of shipment. We reserve the right to change catalog prices if we deem it necessary. Please feel free to confirm prices at any time. Mann Lake is not responsible for typographical errors.

LIABILITY - Our liability is limited to the purchase price paid for any item. We make no warranty or representation, express or implied except all products conform to the description provided by the manufacturer on sales literature or product labels.

PRODUCT SUITABILITY - Due to many state and local codes and regulations regarding sales, construction, installation and use of products for certain purposes, we cannot guarantee compliance in every situation. We attempt to assure that all products comply with state and local codes and regulations, so before you purchase and use a product please review both the product application and local codes and regulations. Be sure that the product, its installation and its use will comply with those codes and regulations.

HOURS - 8:00 A.M. to 5:00 P.M. Central time at the MN office and Pacific time at the CA office, Monday through Friday. Our phones are answered 24 hours a day for ordering. Place orders by phone at 800-880-7694 Fax number 218-675-6156 E-mail address: beekeeper@mannlakeltd.com Web site: www.mannlakeltd.com

STATE SALES TAX - When applicable, we are required to collect sales tax by law. Exemptions for sales tax will be allowed if you have either a signed Certificate of Resale or an Exemption Certificate. The tax forms vary by state, please call for details. Law requires that we have these certificates on file before any tax exemption can be allowed.

HOLIDAY CLOSINGS - We are closed New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Thanksgiving Friday and Christmas Day.

CREDIT CARDS - Mann Lake reserves the right to preauthorize credit and/or debit cards. No money leaves your account until the purchase clears but the hold is active until the actual transaction is settled. When there's a hold on your account, it lowers your available balance. Mann Lake is not responsible for overdraft fees resulting from the preauthorization of your card.