



Superior Tool Service, Inc.

Industrial Tool & Cutter Grinding ♦ Manufacturing & Resharpener

We accept Visa, MasterCard and American Express credit cards.

Terms and Conditions

Payment Terms:

Our terms for established customers: Net 30. New accounts will have to submit a credit reference statement before an account can be established. This may take up to 30 days to confirm references so payment for initial orders should be by credit card as to not delay shipment of cutting tools. All sums are payable in U.S. Dollars. For shipments outside of the USA customer is responsible for all taxes, tariffs and import charges along with shipping charges.

Past Due Accounts:

Payment terms are strictly enforced. Accounts more than 30 days past due are subject to credit hold and no tools will be shipped until the account is brought current. Failure to maintain a current balance may subject your account to COD status. Accounts past 90 days due will be sent to collection/small claims court.

Quotations:

Quotes are good for 30 days. After 30 days you need to contact us to verify if the price is still current. Orders placed then requested to be expedited will be subject to a 20% expedite fee, plus any freight costs incurred in bringing in material sooner. Prices are quoted based on quantity, so if you desire a larger or smaller quantity than quoted, please contact us for the updated price. After 30 days quoted prices are subject to change without notice. Stocked item pricing is subject to change without prior notice.

Transportation:

All packages are shipped via UPS unless you specifically want them shipped Fed Ex. For Fed Ex shipment you must provide a Fed Ex account number. Shipping charges are prepaid to destination, added to your invoice, F.O.B. Wichita, Kansas. Orders over \$100 are shipped UPS ground at no charge.

Return of Product:

All returns must have prior approval from Superior Tool Service within 30 days of receipt by customer. If the product is a standard, off the shelf item, we allow a return less a 10% restocking fee within 30 days. If the item is a "made per instructions/print" item we do not accept return of the product, unless the tool is not made per print, in which case upon return of the bad tools we will remake the tool at no charge within 30 days. Our cutting tools are guaranteed to be made the right way or you owe us nothing.

Cancellations:

Purchase orders may not be cancelled except by mutual consent. Special tools where the material has already been ordered or purchased will subject you to payment for the material and any costs incurred to the point of cancellation.