



TNT Sales Company

4860 Ward Rd, Wheat Ridge, CO 80233

Phone: 800-777-6490 | FAX: 800-999-5440

[www.tntsalesco.com](http://www.tntsalesco.com) | Email: [sales@tntsalesco.com](mailto:sales@tntsalesco.com)

## TNT Sales Policy

### 1. Product Information & Placing Orders:

- a. TNT Sales Customer Service Number: 800-777-6490
- b. TNT Sales Customer Service Hours: 8:00 AM – 5:00 PM
- c. TNT Sales Customer Service FAX: 800-999-5440
- d. TNT Sales Customer Service Email: [sales@tntsalesco.com](mailto:sales@tntsalesco.com)

### 2. Minimum Order Requirements:

- a. All orders under \$150.00 are subject to a \$10.00 order handling surcharge fee.

### 3. Invoice Terms:

- a. Net 30 days from invoice date with pre-approved credit terms
- b. TNT accepts check, COD, Money Order, Visa & MasterCard
- c. New accounts are required to submit a credit application prior to credit terms being extended

### 4. Merchandise Delivery Inspection Procedures:

- a. Report damaged goods or shortages within 48 hours to customer service.
- b. Inspect the shipping label on each carton of your shipment. Confirm that the address on the label is actually the order "ship to" address. Please refuse cartons shipped to the wrong location and contact TNT customer service within 48 hours.
- c. If there are damaged and/or missing cartons in your shipment, do not accept them until the freight carrier makes notation on both the consignee (your) copy and the carrier copy of the freight bill. It is important for you to maintain your documented copy. Please Note: The delivery company and TNT Sales will not be held liable for damaged and/or short box counts if you fail to sign the delivery freight bill indicating the shipment problems.
- d. Contact TNT Sales customer service immediately about your damaged or short carton count so that we can assist you with your questions and concerns regarding shipment.

### 5. Returned Merchandise Policy:

- a. TNT Sales accepts defective merchandise only. All defect merchandise must be returned in its original carton and must include all accessories. Missing accessories are subject to charge backs and/or refusal. A credit will be issued to your account. TNT Sales does not offer cash refunds.
- b. All returned merchandise must be pre-approved through either your sales representative or the TNT Sales customer service department.
- c. Non-defective merchandise will be returned to customer. Freight charges will be deducted from the credit.

### 6. Pricing:

- a. Pricing can be found on our current price sheets. Prices listed are non-negotiable and are subject to change without notice.

Every effort has been taken to insure the accuracy of this document, however, we reserve the right to correct all typographical errors. No claims or prices will be honored for typographical errors. All prices are subject to change. All merchandise for sale subject to availability.