

Terms of Sale

Mail orders:

Include your customer's complete name, telephone number, billing and shipping address, shipping instructions, purchase order number and a contact name. In addition, please specify whether your payment will be by check or credit card. We accept Visa, Discover, Mastercard, and American Express. Minimum order of \$25 required. \$25.00 Minimum order.

*We also can offer quotes on special tools and non-standard catalog items.

Prices: All prices are subject to change without notice. Any photographic and typographic error in this catalog is subject to correction.

Discount: Additional discounts will vary depending on the quantity of the purchase. Please call us for details. Inquiries welcome! **Terms:** Our terms are Net 30 Days from invoice date. If accounts are past-due, we have to surcharge you a reasonable interest and hold your next order.

Shipping Methods:

Standard delivery is via UPS Ground service. UPS Air delivery and freight by truck are available upon request. Please call for details. All items are FOB shipping point.

CLAIM ON DAMAGED OR LOST SHIPMENT:

Any claims for discrepancies in shipments must be made within 7 days of receipt of merchandise. Any damages on the exterior of the package must be claimed through the commercial carrier.

UPS Shipments: Call UPS 800.742.5877 immediately! Claims must be filed on both ends. Please keep damaged goods and containers until advised to discard. Inform us so we can re-ship your merchandise and place a claim.

Truck Shipments: We are not responsible for items damaged or lost by motor freight carriers. Check your order carefully upon arrival. All damages or shortages must be noted on the delivery receipt. Failure to note damages will result in a later damage claim being denied.

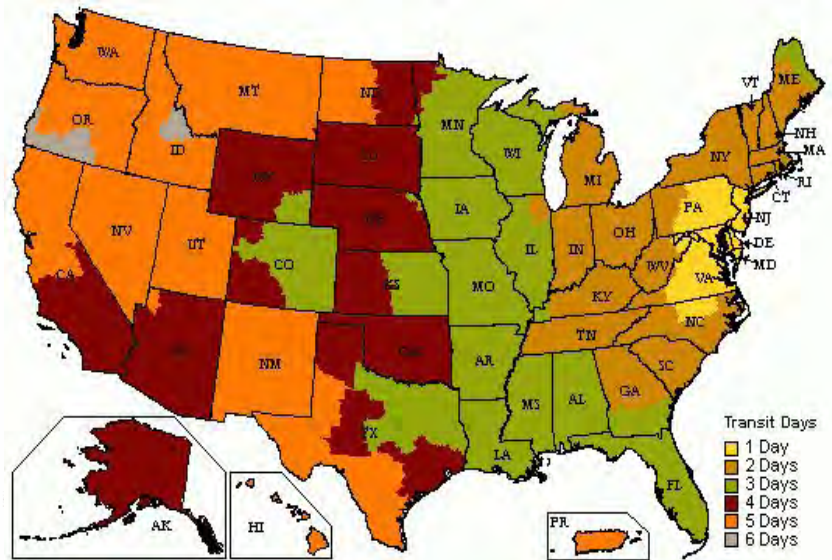
Return Information: Notification

All merchandise should be inspected upon receipt. If found defective, call our customer service department for an adjustment and return merchandise approval number. Be sure you have our invoice or packing list when you call. We will provide the proper compensation on all unused, defective, merchandise if notified within 30 days of our invoice date.

To assure a prompt and accurate credit will be applied to your account upon return of your merchandise, we ask that you follow these steps:

1. A return authorization number must be obtained by contacting our Customer Service Department.
2. The authorization number must be clearly written on each package. If this number is not on your package it will be refused.
3. Returns that are not the result of our error will be subject to a 15% handling & restocking change.
4. All merchandise must be returned undamaged in original packing. Failure to do so will result in either credit reduction or credit denial. We can not accept etched, marked or altered merchandise for credit.
5. All returns must include a detailed letter explaining the reason for return and a copy of the invoice or packing list.
6. Absolutely no returns are accepted after (30) days from date of invoice.
7. No returns are accepted by air, freight collect or C.O.D. Send all returns prepaid ground and insured for its value.

Individual items weighing over 100lbs do not apply, other restrictions may apply. All in-stock orders placed by 3 p.m. are shipped the next day.



4 Ways to order:

Please note that we have a \$25.00 minimum order for items from this catalog.

Phones : (410)358-3130 (800)638-1830

Monday-Friday from 9:00am to 5:30pm USA Eastern time

Faxes: (410)358-3142 (800)872-9329

24 hours a day, 7 days a week

Secure ordering, 24 hours a day

Online: <http://mdmetric.com>

<http://mdmetric.com/secureform.htm>

E-mail: sales@mdmetric.com

mail: Maryland Metrics

P.O. Box 261

Owings Mills, MD 21117 USA



MasterCard, VISA, PayPal, and Discover card

Orders are processed immediately. When ordering, please state the credit card number, expiration date, name and address of card holder.



Pre-pay by check-We'll ship your order immediately upon receipt of your check.

Order C.O.D.-We can also ship your order C.O.D.