



Terms of Sale

New Customers: A credit application and credit references must be submitted to Cheryl Osborne at cosborne@hooversolutions.com. Please allow up to 72 hours for processing of credit application once credit application is received. After approval an account will be established and orders can be accepted.

Placing Order: To ensure order accuracy, please submit your company PO via either email _____ or fax to: _____ (so that we may expedite your order, please include Quotation Number)

Same Day Shipments: A \$35.00 handling/ expedite charge will be assessed for all orders requiring same day shipments. Hoover must receive the order by 1 pm Central Time. Delivery subject to availability. Hoover reserves the right to change based on availability, scheduling, calendar and capacity.

Order and Ship Confirmations: Customers who provide an email address will receive an Order Confirmation when the order is entered. You will also receive a Ship Confirmation when the order ships with tracking information.

Shipping Terms: Please indicate your preferred carrier. If no carrier is listed, Hoover will provide you a carrier based on Hoover's preferred carrier listing.

Small Package Shipments (not to exceed 100 lbs or 10 boxes): Unless otherwise requested all small packages will ship via UPS ground prepaid and add. If a specific carrier is requested please allow up to one additional day to arrange pickup.

LTL Shipments (over 150 lbs): All LTL shipments will be shipped either Collect or Prepaid and Add. If specifying Collect, please indicate your preferred carrier and your Account #. If no account # is provided then Hoover reserves the right to change to prepaid and add. On prepaid and add shipments, Hoover will provide a carrier from our preferred carrier listing.

Truckload Shipments: Unless otherwise indicated, Hoover will provide you a carrier based on Hoover's preferred carrier listing.

International Shipments: Will be evaluated and quoted on a per order basis.

Minimum Order Amount: The minimum order amount for all shipments is \$250.00 and Hoover strongly prefers that all orders less than \$1,000 to be purchased with either a credit card or via an electronic payment.

Net Terms: Customers with current accounts the payment terms are Net 30.

Payment Options: Hoover accepts Visa, MasterCard, Discover and American Express. The following must be provided to process credit card payments: card number, expiration date, security number, name as listed on the card and the mailing address.

For Electronic Payments please send to:

PNC Bank, N.A.
2 Tower Center Blvd.
East Brunswick, NJ 08816
ABA 031207607
Account# 8026254929
Swift Code: PNCCUS33

Please email electronic remittances to: cosborne@hooversolutions.com

Remit to address:

Hoover Materials Handling Group, Inc.
P.O. Box 677328
Dallas, Texas 75267-7328

Lead Time (weeks): 0 - 0 Note that product availability is based on a first-come, first-serve basis. Please contact Hoover for order status at time of purchase.

Warranty: Our warranty is product specific. Please contact customer service at customerservice@hooversolutions.com to obtain further information on Hoover warranties.

Return Goods Authorization (RGA): We're sorry for any inconvenience if you've found it necessary to return any products to Hoover; however, we've made returning that item easier than ever! All requests for Returned Goods must be requested in writing and sent to Customer Service at customerservice@hooversolutions.com or fax to 832.201.9603. Requests will be reviewed/ processed and an RGA emailed to you for. Please let us know the reason for returning the material. Hoover reserves the right to charge up to a 25% restocking fee for any returned material. RGA's returned after 90 days of issuance will NOT be given credit and are subject to refusal.

Upon receipt of the RGA please arrange to have the material shipped back via the shipping instructions listed on the RGA. To avoid delays in the process please include a copy of the RGA with the material returned. Also, take care to wrap your return package securely.

In the event that you need to order additional or replacement materials, please provide a new purchase order or credit card information and Hoover will issue a credit for the original shipment once the return material is received and processed.

Please allow 3-4 weeks from the time you ship your return for us to process your return, credit your charge card, or issue credit. Credit is only issued on material that we receive that is unused.

Do not ship materials back to Hoover Materials Handling Group unless you have a RGA or the shipment will be refused and returned to you.

Note: If the return is the result of a Customer Complaint, complete a Customer Complaint Report prior to requesting a return authorization. To obtain a Customer Complaint Report please contact Customer Service @ customerservice@hooversolutions.com or call 832.295.6244.

Rental Return Authorization: For rental return procedures please contact rentals@hooversolutions.com for instructions.

At Hoover, our goal is to provide goods and services that meet or exceed our customers' needs and expectations.