

# Terms and Conditions

## Shipping and Handling

If your subtotal is:	Add:
under \$60	\$8.95
\$60.01-\$749.99	15%
\$750.00-\$999.99	10%
\$1,000.00 and over	FREE





**\$1,000  
And Over  
FREE FREIGHT!**

Money-saving shipping and handling charges from S&S<sup>®</sup>: fast, simple, easy and economical. Orders shipped to APOs/FPOs, Alaska, Hawaii, Puerto Rico and all international orders, please add an estimated 35% for freight (we will prepay and add the actual cost to your invoice).

## FREE Freight - It's Easy!

Free Standard Shipping is automatic when you order \$1,000 or more; requires no offer code.

To qualify, your order must deliver to a single address within the 48 contiguous states. Free Freight does not apply to orders shipped to P.O. Boxes, APOs, and FPOs, Alaska, Hawaii, Puerto Rico, US extended territories and all international orders and expedited orders.

- Items where a  appears in the description do not qualify for free freight and item value does not contribute to the \$1,000.00 threshold.
- Items where a  appears in the description can ship direct from our manufacturer. Shipping charges vary and may bill and ship separately.
- Items where a  appears in the description cannot always ship outside the 48 contiguous states due to size limitations and other possible restrictions. Please call our Contact Center for more information.
- In addition to very large orders, throughout the catalog there are specific items that have a  in the description that may ship via truck. If you do not have a receiving dock, the trucking company will bring your shipment to the tailgate of the truck. It is the customer's responsibility to offload the delivery from the truck and bring it into the building. If you need additional services provided by the trucking company (such as liftgate, inside delivery or other) please communicate this request when placing your order. There are additional costs for these services. S&S<sup>®</sup> will prepay and add these charges to your invoice.


Heavy, bulky items are sent by common carrier. Palletizing is free for large truck orders. APOs and FPOs will be shipped Parcel Post.

## Contracted pricing, extra savings, offer codes for discounts.

All discounts based on contract pricing and/or offer codes will be calculated and deducted from the advertised LIST price. There will not be any additional discounts (contract or offer code) applied to SALE items, quantity price break items or mix and match items.

Offer Code Details: Stated minimum order amounts do not include taxes or shipping and handling. May not be combined with any other offer, bid or contract pricing. You must enter the offer code when prompted at checkout if ordering at ssw.com, or if the offer is not limited to internet orders, mention the offer code when ordering by phone, fax or mail order. Order must be placed by midnight of the stated expiration date. Offer does not apply to previously submitted orders. Limit one per customer, unless stated otherwise. May not be transferred. Free or discounted shipping offers apply to orders shipping to one single address, its standard ground shipping within the 48 contiguous states. Free or discounted shipping does not apply to items shipping directly from the manufacturer, and/or items marked with a truck icon in our current catalog or orders shipping via the US Postal Service. Items marked with a truck icon in our current catalog do not count toward the stated minimum order requirements of free and discounted shipping offers. Offers apply only to specified products or catalogs. All other Terms and Conditions apply.

## Returning Items - is Easy at S&S<sup>®</sup>

Be sure to check your order as soon as it arrives. Check each order for proper content and inform us of any discrepancies within 30 days. To return a product, follow the instructions on the back of your packing slip. All returns must be in original condition. Please include the packing slip to ensure your account is credited properly. (Food items or items that have been worn or soiled may not be returned. Health requirements prohibit us from accepting personal hygiene products or soiled clothing.) **For  shipments, please contact Customer Service for return instructions. These items may have been shipped directly from the manufacturer and require special return processing.** For questions, call Customer Service at **1-800-937-3482**.

## Need It In A Hurry? Check out our Options

Ask for an S&S<sup>®</sup> Express Optional Upgrade! For an extra fee, we have Next Day, 2nd and 3rd Day delivery service available. Call in your order **by noon** (Eastern Standard Time) and we'll have your order out the door by the end of the day. Additional charges vary depending on weight, size and destination. Ask your Operator for details and estimated costs.

## It's Easy to Order from S&S<sup>®</sup> Worldwide!

Call Toll Free: **1-800-243-9232**

Fax Toll Free: **1-800-566-6678**

[www.ssw.com](http://www.ssw.com)

## Placing Your Order

- Include the item number and description as it appears in the catalog.
- Include the color and size of item, if applicable.
- Check the unit of measure (each, dozen, gallon, etc.) to ensure that it corresponds with information printed in the catalog.
- Include the source code and account number found in the shaded boxes on the back of the catalog.

Because of circumstances beyond our control, prices may sometimes change without notice. On phone orders, prices will always be confirmed. As you would expect, we reserve the right to correct any typographical errors in our catalog or on our website.

**Nation's Lowest Price Guarantee:** If you could fill your order at a lower total price using the current full-year catalog of a supplier offering net 30 day accounts, order it from S&S<sup>®</sup> and we'll not only match that price but discount it another 10%! We require only that at the time of ordering you supply a copy of the catalog page(s) indicating the supplier, or if ordering by phone, the name of the catalog and page numbers with the prices. This guarantee does not apply to wholesale or bid/quote-discounted orders, clearance, liquidation, "while supplies last" or limited-time sales, internet-only, bonus, mail-in rebate or free offers, and typographical errors. Matching discount limit is \$100 per order.

## Customer Service

For questions on your order or for product information, call toll free:

**1-800-937-3482 or 1-860-537-3451**

Monday through Friday, 8:00 a.m. to 7:00 p.m. EST.

Or email us at: [service@ssww.com](mailto:service@ssww.com)

## Bids and Quotes

Our team of experienced Bid and Special Order Department professionals are eager to respond promptly to all bid proposals. Call **1-800-642-7354** and ask for ext. **480**, email [Bids@ssww.com](mailto:Bids@ssww.com) or mail your request to the attention of our Bid Department.

## Terms

**Terms of Sale - Net 30 Days:** All prices are net and payable within 30 days (on open accounts only) from the date of invoice. S&S<sup>®</sup> Worldwide reserves the right to cancel withhold or decline orders on accounts that are past due or exceed their credit limit. Past due balances may be charged interest. Customers will be responsible for payment of all collection fees incurred by the company in collections of past due balances. No COD orders. Please remit payment to P.O. Box 210, Hartford, CT 06141-0210.

**Open Accounts (Net 30 Terms):** S&S<sup>®</sup> will ship and bill orders on established accounts with net 30 terms. Please reference your account number and Purchase Order number (if applicable).

**New Accounts/First-time Orders:** Purchase Orders: Credit terms are automatically granted to local, State and Federal Government Institutions, (Public Schools, State/City Hospitals, Municipalities, etc) ordering on a signed and Approved Official Purchase Order. Terms are Net 30 days.

**Other Organizations/Businesses:** Orders cannot be placed on account until an S&S<sup>®</sup> Credit Application is submitted and approved. To establish credit terms, please download and submit an S&S<sup>®</sup> Worldwide Credit Application. Once approved by S&S<sup>®</sup>, you'll be able to order against your account with net 30 terms. You must be an established business, institution or organization to be eligible for credit terms. **Credit applications are available to download at [www.ssw.com/help](http://www.ssw.com/help)**  
To expedite 1st order, please send in completed Credit Application with payment.

**Prepayment:** Prepayment is required on all orders without an open account. We accept Mastercard, Visa, Discover and American Express, Checks, Money Orders in US Funds Drawn on US Banks.

**Individuals:** We accept MasterCard, Visa, Discover and American Express, as well as Checks or Money Orders in US funds, drawn on US banks. No open accounts for individuals. Please include payment when ordering.

## Confirming Orders

**Confirming orders are not necessary.** If an order was placed previously by phone, fax or internet, a confirming order is not necessary unless a voucher is required. Please mark "confirming" and include the order number when mailing. We cannot be responsible for duplicating mail or fax orders that are not marked "confirming."

## Taxes & Mailing Lists

We collect sales tax in the states of CA, CT, NJ and NY. If you are sales tax exempt, please submit your tax exemption number and a **copy of your tax sales exemption certificate with your first order.**

For change of address or to be added to or removed from our mailing list, send your request to: S&S<sup>®</sup> Mailing List Department, P.O. Box 513, Colchester, CT 06415-0513 or call **1-800-937-3482**.