

Terms and Conditions of Sale

Freight Allowance

All shipments are F.O.B. our factory in Chicago, Illinois. Our responsibility ceases upon delivery to the carrier. All Claims should be made immediately by the consignee to the carrier. We reserve the right to change specified routings. Purchaser – requested routings will be complied with if purchaser pays the difference between NEW STAR’S regular and the requested routing. **Freight charges will be allowed on orders over \$6,000.00. Partial shipments must also meet this requirement.** Orders that do not meet the required minimum will be prepaid and add – no exception will be made to this policy.

Hold For Release Orders

Unless a mutually-agreed upon release date is established when the Hold for Release order is placed, orders will be honored for 90 days. No HFR order will go into production until a formal written release is received.

Minimum Order

Any order less than \$100.00 is subject to a \$25.00 handling and processing charge. Minimum order for spare parts and tool will be \$50.00.

Returns

There will be no returns without written authorization from NEW STAR. If an order is returned, freight prepaid within 30 days of job site delivery and is found to be factory fresh, a charge of 35% of invoice value will be made for handling and restocking. **Any fixture NEW STAR deems “Special” are non-returnable.**

Shipping Dates

NEW STAR will do its best to meet the shipping targets given but cannot be held accountable for delays beyond our control. If a specific shipping date is required, it should be agreed upon before placement of order. This date should appear on the written purchase order.

Payment

Invoices are payable NET 30 days.

Cancellation of Order

A cancellation charge will be assessed to orders that are cancelled after being release to production. For standard (stock) product, a 25% cancellation charge will be assessed if the order is not completed at the time of cancellation, 35% if completed and not yet shipped. Orders that are cancelled after shipment will be subject to our previously stated Return Policy.

Custom Orders

Pricing and delivery will be quoted by NEW STAR, and acceptance of such order will be only upon receipt of a signed drawing. All custom orders, once placed, are non-cancelable/non-returnable. Reimbursement will be due for work in process, including labor and materials.

Warranty

All fixtures manufactured by NEW STAR are warranted to be free from defects in workmanship and material for three (3) years from the date of invoice. NEW STAR reserves the right to issue credit, repair or replace any defective material at our option upon notification and verification of the defect by our local representative and/or NEW STAR employee. NEW STAR reserves the right to call for the physical examination and verification of the defective material and deny this warranty if the material and/or product was damaged, installed improperly, altered or used for applications for which it was not intended.

There is no labor reimbursement indicated to be part of NEW STAR’S warranty. No labor charges will be honored without written approval and an agreed upon dollar amount between NEW STAR and other parties involved.

No labor charges will be accepted under any other circumstance.