



Terms and Conditions

TERMS

All payment terms are prepaid via Check, Money Order, Cashier's Check or Credit Card (Visa, MasterCard, Discovery and Amex) unless prior arrangements for credit have been established. Credit request for Net 30 terms may take up to 10 days for approval. Net 30 terms are not granted for initial orders under \$500.00. Shipping cost are non-refundable. In the event credit has been approved, terms are net 30 days from date of invoice. Past due invoices are subject to interest charges of 1.5% per 30 day cycle and a \$15.00 per month late fee.

PRICING

Prices are subject to change without notice.

GENERAL SHIPPING INFORMATION:

We cannot change any information on an order once it has shipped. Additionally, orders in transit may not be cancelled and are subject to a return and restocking fee as is indicated below. Shipping delays can occur in transit and we are not responsible for the speed at which orders arrive after leaving our facility. We are not responsible for lost packages due to the address being provided incorrectly by the customer. All shipments are insured for the full value of the order.

SHIPPING CHARGES

All non-matting orders are shipped prepaid via ground United Parcel Service unless otherwise specified by the client. For expedited shipments all charges will be billed to the customer. When UPS limits are exceeded, we will ship the most reliable method. For expedited shipments we will ship on the customers preferred carrier and their account if desired.

NOTE: Items marked as FREE SHIPPING on our shopping carts will NOT calculate the cost of expedited services and add this cost to your order. Should you require Matting or Ionizers marked as FREE SHIPPING shipped EXPEDITED please [CONTACT OUR SALES DEPARTMENT IMMEDIATELY](#). Shipping of expedited "free shipping" items will not occur until the customer grants approval of the expedited shipping cost.

INTERNATIONAL SHIPMENTS:

International Clients and purchasers are responsible for all duties, custom charges, locating brokers and paying the associated broker fees.

PRODUCT SPECIFICATIONS

Specifications for all ESD products are subject to change without prior written notice when such changes are made to achieve improved product appearance, design or performance. Items effected in this manner are not recognized as valid reasons for return.



DISCLAIMER

Errors in text, graphics and prices may occur on this website. United SCP shall not be held liable should these errors occur.

COLOR VARIANCES / ACCEPTANCE OF SHIPMENT

All colors and textures are reproduced on our web site as accurately as possible. We are not responsible for the output of our customers' monitors or printers. Colors and textures represent average production runs and may vary slightly from time to time, depending on dye lot and compound variations. Final color selections should be made from actual samples. United SCP may not be held liable for variances between dye lots of any ESD flooring material or ESD epoxy floor coating.

The highest quality of materials and workmanship are employed in the manufacture of UNITED products and careful inspection is made before shipment. However, a quality installation is the responsibility of the installer and Customer. It is the Customer's responsibility to verify the accuracy of the received products. Always check the received materials against the purchase order or invoice for accuracy. Double check color selection, dye lot variances and pattern matches. Double check for damage to products caused by shipping.

IMPORTANT! United makes every effort to ship the correct product, contact us immediately should you receive the wrong material. United SCP is not responsible for installation of the incorrect material, color or dye lot due to errors in pulling your order. An authorized United Static Control Representative must be contacted and notified of any defects or order discrepancies prior to installation or use of the products.

CLAIMS AND RETURNS:

No returns are allowed without prior authorization of United Static Control Products. It is our policy not to accept returns for any reason other than manufacturing defects.

Returns are limited to a period of less than 30 days from date of purchase. Returns may be subject to a 25% restocking fee plus freight charges incurred. Reimbursement for the RMA will be provided to the customer in the form of a credit memo for use with future orders from United SCP. **Chemicals that have been opened may not be returned for any reason. Chemicals that have been received in a "slushy" (versus solidly frozen) state recombine upon warming to room temperature and are fully covered under the product's warranty. They are not eligible for return. Custom cut matting, custom smocks, custom cut ESD broadloom carpeting or ESD ionizers may not be returned for any reason other than manufacturing defects.**

Goods damaged by the return shipper will NOT be issued credit: United SCP recommends you, the Customer INSURE the material / products for the pre-authorized return shipment (RMA). If the material / products are DAMAGED in transit we may REJECT the shipment or not authorize the return and you, the Customer will be responsible for filing a claim with your shipper to receive the funds back for the damaged goods.

FORCE MAJEURE

United Static Control Products shall not be liable for any failure or delay in performance due to circumstances beyond its reasonable control, including, but not limited to, acts of nature (fire, flood, earthquake, storm, hurricane, and weather), war, government action, or pandemics. In such events, no refunds will be issued.



CANCELLATION

Cancellations of orders are subject up to a 25% order cancellation fee. Notification must be in writing via email or US Post Office. Reimbursements will be issued to the customer in the form of a credit memo for use with future orders from United SCP.

DAMAGED GOODS OR SHORTAGES

To protect your interests, it is imperative to inspect and count articles before accepting shipment. Damages or shortages should be documented on the freight bill. **Note:** Chemicals that have been received in a "slushy" (versus solidly frozen) state recombine upon warming to room temperature and are fully covered under the product warranty. They are not eligible for return. If damage or shortage occurs, contact United SCP for assistance in filing a claim. According to ICC regulations, filing claims with freight carriers is the responsibility of the consignee (receiving party). Claims for lost or damaged goods cannot be honored after six (6) months from the date of shipment.

SPECIALTY MANUFACTURED AND CUSTOM PRODUCTS

Custom smocks, matting and specialty and custom orders that are "in production" or have already been shipped may not be cancelled for any reason and may only be returned as set forth above in the section Claims and Returns.

QUOTATIONS

All quotations oral or written must be documented with a valid quotation number. Quotations are only valid with this quotation number and for a period of no more than 30 days.

LIMITS OF LIABILITY

Customer acknowledges that the price of United SCP's products are predicated on the enforceability of our limitation of liability and that the price would be substantially higher if United could not limit its liability as herein provided and that customer accepts this limitation of liability in exchange of a lower price: United SCP shall have no liability to customer for and including but not limited to lost profits or any special, consequential, exemplary or incidental damages of any kind whether arising in contract, tort, product liability or otherwise, even if advised of the possibility of such lost profits or damage. Customer also agrees to indemnify and hold harmless United SCP for and including but not limited to damages, injuries or deaths of any kind and/or for any reason from the use or misuse of any product purchased, supplied, manufactured or brokered through and/or by United Static Control Products Incorporated.

JURISDICTION

Customer acknowledges that the jurisdiction for any legal action between United Static Control Products Incorporated, any of its representatives, employees or officers and the customer initiated by either party will take place solely in Manatee County, Florida, U.S.A.

Release Date 10/09/2013