



WheelTime Exchange  
Standard Terms and Conditions



Vendor Name:	Tectran
Date:	12/19/2011
Program Description:	Air, Electrical, General, Brass shop supplies

**Initial Order Set-up**

Remit To:  
Tectran  
330 Greene St  
Buffalo, NY 14206

Customer Service:  
Eric Wyckoff  
[ewyckoff@tectran.com](mailto:ewyckoff@tectran.com)  
Ph: 800-776-5549

Website: [www.tectran.com](http://www.tectran.com)

Tectran requires a credit application from each distributor. The credit application will be sent out with the program. You cannot order through this program until the credit application is processed.

**Placing Orders**

Name:	Tectran				
Address:	330 Greene St				
City:	Buffalo	State:	NY	Zip:	14206
Fax:	888-559-4772	Email:	<a href="mailto:orders@wheelttime.com">orders@wheelttime.com</a>		
Minimum Billing:	US: \$50.00				

**WheelTime Exchange  
Standard Terms and Conditions**

**Placing Orders (cont.)**

Emergency Orders:	Per specific needs
Drop shipments:	Typically we discourage them but will drop ship if it's a unit down situation
Pricing:	Per our prevailing Volume Distributor Price List
Terms of Payment:	US: 1%-15 days via EFT-Net 30

**Freight (Canadian and US Details)**

Prepaid Freight:	US: \$1200.00
------------------	---------------

**WheelTime Exchange  
Standard Terms and Conditions**

**Freight (cont.) (Canadian and US Details)**

Orders with specific  
Freight Instructions:

Freight Claims  
Procedure:

**Claims for Damage or Shortages**

Claims for damage or loss in transit must be filed by the consignee against the carrier. Claims for shortages must be filed in writing to Tectran within five (5) days of receipt of shipment. Tectran will honor no claims for shortages if the consignee's receiver has signed the bill of lading stating that all merchandise was received.

Replacement  
Orders:

Refused Shipments:

**Cancellations**

**WheelTime Exchange  
Standard Terms and Conditions**

**Customer Pick-up**

**Warranty**

One Year-Unlimited Miles

**Annual Stock adjustment**

Per our standard terms and conditions found in our Price List as shown here:

**Yearly Stock Adjustment**

A yearly stock adjustment, excluding Tectran special-ordered or non-stocked items may be made for up to 5% of the goods purchased during the previous 12 months with an offsetting order of equal value.

If related invoice numbers or packing slips accompany a return stock adjustment and the goods are in saleable condition, a credit for the full purchase value will be issued. Returns without invoice numbers will be assessed a 15% handling charge. Goods requiring rework or re-packaging will be assessed a handling charge to be determined by Tectran based on the costs involved.

**WheelTime Exchange  
Standard Terms and Conditions**

**Returns**

**Return Procedure (except for Quality-related returns)**

- Contact Customer Service for a "Returned Goods Authorization Number", (RGA#), and mark this number on the outside of shipping containers and on all packing slips. Goods without this RGA# will not be accepted by our Receiving department.
- Special ordered or non-stocked items are not returnable.
- Goods must be in clean, saleable condition.
- Goods must be shipped to us freight prepaid.
- The returned item(s) must be accompanied by an offsetting order of equal or greater value.
- Goods shipped that do not qualify for credit will be returned, freight collect, or scrapped, at the customer's discretion.

**Initial Stocking Order**

A one-time stock adjustment return, excluding Tectran special-ordered or non-stocked items may be made without a handling charge within 12 months of the date of the initial order with an offsetting order of equal value.

**WheelTime Exchange  
Standard Terms and Conditions  
Ordering and Shipping Errors**

**Wrong Goods Ordered**

Wrongly ordered goods, excluding Tectran special-ordered or non-stocked items may be returned within 10 days of receipt. Credit will be issued at the invoiced price less a 10% handling charge.

**Product Recall**