



# Commercial Account Terms & Conditions

The following are the terms and conditions under which Steele Rubber Products extends commercial account status (for resale). Commercial account status is based on approval by Steele Rubber Products of a completed Application Form.

## 1. Discount Structure

- After a commercial account has been approved, the following table is to be used to compute the discount based upon the retail total of each individual order.
- Orders "added-to" after an order has been processed will be treated as new orders.

Commercial Account Discount Table *	
\$0 - \$499	10%
\$500 - \$749	15%
\$750 - \$1,499	20%
\$1,500 - \$3,499	25%
\$3,500 +	30%

\* Individual parts listed as "Limited Discount" will only receive a 10% discount. Discounts are not accumulative.

## 2. Payment & Account Notification

- Unless you have obtained prior approval for Check Accepted C.O.D. status, all orders must be prepaid. Discover, Visa, MasterCard and American Express are convenient methods, as is a Cash Only C.O.D. Acceptable methods of C.O.D. are Certified Check or Money Order, and C.O.D. orders will be charged an additional Transaction Fee.
- Use your assigned account number (which may be the same as your telephone number) on all correspondence and when placing orders. You will not receive a discount nor will you be refunded the discount amount if you fail to inform us of your status and account number.

## 3. Shipping & Handling Charges

- Shipping & handling charges will vary according to method chosen by the commercial account. Next and 2nd Day Air are methods of delivery offered by the carrier. Therefore, we cannot guarantee the delivery time of the carrier, and will not reimburse for later than expected delivery. Please allow us ample time to process the order before pickup.
- We reserve the right to choose alternative methods and carriers if the need arises.
- Rates will be figured using the current year's published rates in our catalog, and will be based upon the retail total of the order.
- We reserve the right to choose alternative methods and carriers if the need arises.
- Commercial Accounts may wish to arrange and pay for their own shipping carrier. The Commercial Account must have his carrier pick up the shipment from our loading dock. We will not be responsible for contacting shipper. Packaging & handling charge of 2% of retail total of order will be added to order amount.

## 4. Drop-Ship Services

- Commercial Accounts may only ship to their own location(s). Steele Rubber Products will not drop-ship products to locations or customers other than the owner of the Commercial Account.
- Commercial Accounts may arrange for additional locations for shipping, at an additional fee, by contacting Steele Rubber Products directly.



*Commercial Account Terms & Conditions continued*

## **5. Back Orders**

- Items will be shipped as soon as possible the same method as requested on original order. We will hold all backordered items to ship at one time.

## **6. Returns and refunds**

- All re-salable (at our discretion) parts may be returned for a full credit (less discount, shipping, packaging, handling, and late fees). The credit amount will be based on the actual purchased price for the parts. Parts received damaged from carrier must have claim filed against the shipping carrier.

## **7. Legal Relationship Between Commercial Account and Steele Rubber Products, Inc.**

- Commercial Accounts are completely independent from Steele Rubber Products. Steele Rubber Products is not bound to any agreement expressed or implied other than described in these conditions.

## **8. Use of Catalogs, Logos and Graphics**

- Commercial Accounts may not alter a Steele Rubber Products catalog in any way, including the covering or removal of the catalog cover.
- We may allow the incorporation of our catalog into commercial account sales material, catalogs, or websites owned by the commercial account, with written permission only. Commercial accounts wishing to use Steele Rubber Products logos and trademarks for advertising purposes must obtain our written permission first.
- Commercial accounts are not authorized to utilize any graphics from Steele catalogs, print materials, or websites in third-party publications, catalogs, or websites. Any unauthorized use of Steele graphics may result in termination of the dealer contract.

## **9. Exclusivity**

- We have no exclusive territory agreements for commercial accounts.

## **10. Period of these conditions**

- These conditions may be amended by Steele Rubber Products with a 30 day written notice, and cannot be transferred.
- Steele Rubber Products reserves the right to rescind Commercial Account privileges, at any time, for business reasons.

## **11. Right of Refusal**

- We reserve the right to refuse a commercial account relationship.

## **12. Contact Information**

Steele Rubber Products  
6180 E NC 150 HWY  
Denver, NC 28037-9735  
800/544-8665 (US & Canada)  
704/483-9343 (Worldwide)  
704/483-6650 (Fax)  
[www.steelerubber.com](http://www.steelerubber.com)