

**TO ORDER:** Our Office is open from 8:00 Central Time to 3:00 Central Time. All orders must be emailed ANYTIME by emailing us at sales@poplocks.com. No over-the-phone orders are accepted. Our office phone number is (512) 301-0303.

**CREDIT:** A first order must be paid by company check (prepaid or C.O.D.). Credit will only be extended after submission of a completed credit application, along with two signed copies of the T&C that has been approved by HDC's Credit Department. All invoices paid, or terms accounts are emailed, please provide current email address and changes for your accounts payable persons. HDC reserves the right to revoke terms for any reason.

**ALL ORDERS:** Will be accepted by submitting a valid purchase order or credit card authorization, sent via fax or email. A confirmation reply will be sent via the same method within one business day. Please include the following information: bill to, ship to, quantities, part no's, requested shipping method and requested date desired. HDC will indicate on confirmation an alternate ship date if necessary.

**PRICES:** All prices and specifications are subject to change without prior notice.

**FREIGHT:** All products are F.O.B. Austin, TX. We ship UPS or negotiated freight and or freight collect. All freight is shipped without insurance. Buyers must instruct HDC to add freight insurance outbound goods are 100% at buyer's risk.

**LEAD TIMES:** Average lead-time is 3-5 days, exception on back orders.

**SPECIAL HANDLING:** There will be an additional \$15.00 handling charge for any orders requiring same-day shipping.

**TERMS:** All orders are C.O.D. U.S. funds unless credit arrangements have been made. Where C.O.D. is not available, prepayment or Letter of Credit in U.S. funds only in favor of HDC Inc. Credit arrangements must be made in advance and approved by Credit Dept. (see CREDIT). We also accept Mastercard or Visa which requires a credit card authorization be completed or returned via fax or email.

**BAD CHECKS:** There is a \$20.00 charge for any returned checks. Returned check will be subject to the Texas Bad Check Law. This law states that we may collect up to three times the amount on the check plus any filing or court costs.

**TAXES:** Texas dealers must provide a valid Resale Certificate Number, or they will be charged the prevailing local sales tax.

**BACK ORDERS:** Back orders will be sent by the same method as the initial shipment. If the initial shipment was C.O.D., HDC will pay the additional C.O.D. fees. Back orders will be automatically cancelled after 30 days.

**SERVICE & REPAIRS:** Labor is always free. Returned parts will be charged a \$19.00 minimum for shipping and handling.

**WARRANTIES:** All pistol-style actuators have a one (1) year warranty when installed properly. Flat Actuators have a lifetime warranty. Damage caused by over-triggering or improper fusing will void the warranty. Electronic security items, when installed properly, have a one (1) year warranty. HDC is not responsible for improper installation of our products or for consequential damages created from installation of our product. Due to constant upgrades, HDC reserves the right to substitute product. All hardware products have a lifetime warranty against manufacturer's defects.

**RETURNS:** Merchandise returned for any reason must be CLEARLY MARKED on the outside of the package with a PRE-ISSUED RA number. Any repairs must first follow the claims procedure located at <http://www.poplocks.com/troubleshooting.html>. Any packages returned without the RA number clearly marked on the outside will not be received. Any merchandise returned for any reason other than defective or HDC shipping errors will be charged a 15% restocking fee. These returns will be issued a credit only, no refunds. All RA (Returned Merchandise) must be returned with 20 calendar days of the date issued.

**WARRANTY RETURNS/CREDIT CARD PLEDGES :** HDC policy for warranty returns are as follows:

\*Products presumed to be defective by the customer are required to be evaluated by HDC to confirm said defect and/or that the product will or will not perform within the design parameters.

\*Should customers require replacement product sent prior to returning alleged defective product, HDC requires a "Credit Card Pledge" (See determining factors below\*).

\*A credit card pledge requires customer to supply HDC with necessary credit card information to be used in the event that the presumed defective product is not returned within 20 calendar days,

if product is not defective / if product has been abused or installed correctly. /if product has been subjected to abnormal wear or physical damage.

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