



## Terms and Conditions

**Payment Terms:** Regular terms are Net 30 days (date of invoice). All invoices are dated the day of shipment. A late payment charge of 1 1/2 % per month, 18% per annum, on past due accounts or the highest amount permitted by law will be assessed. To open an account the names and addresses of five trades references, your company bank and resale number will be required. If an account has not been established, orders will be handled on a Proforma, COD or credit card basis. Intensa, Inc. accepts MasterCard, Visa, AMX and Discover for payment.

**Intensa will additionally add a 2% fee for any payments made after the 10th billing day of invoice for credit card payments.**

Intensa, Inc. reserves the right to assign invoices to a factoring company.

**Freight Policy:** All freight charges are prepaid and allowed unless noted. Prices are determined by zone location to which is shipped. All shipments are F.O.B. High Point, NC, unless specified. (Title of goods transfers to purchaser when shipment leaves our dock). All orders will be shipped via best carrier available at time of shipment. Upgrade shipments (Next Day Air, Second Day Air, etc.) are available, contact customer service for additional shipping charges.

### Additional Delivery Charges:

Residential Delivery Charges-	Add \$10.00 net per item.
Address Correction-	Amount billed by carrier.
Definite Delivery Charges for Freight-	Amount billed by carrier.
Secured Area Delivers-	Amount billed by carrier.

**Freight Claims:** All shipments should be carefully inspected for damage upon receipt. Any carton damage should be noted on the freight bill or delivery receipt. **Concealed damage requires immediate inspection by carrier within 15 days from receipt of goods. Intensa, Inc. cannot file a freight claim on behalf of its customers.**

**Returning Merchandise:** Arrangements must be made in writing prior to the return of any merchandise. Please call customer service at (336)-884-4096 for further information. Unauthorized returns will not be accepted and Intensa, Inc. will not be responsible for any resulting charges incurred. **Only new product in the original carton may be returned per the following restocking charges. Replacement Exam Bed Tops are custom made and not returnable for credit.**

### Return Policy

	Credit
Return with reorder.	75% Plus shipping charges.
Merchandise less than six months.	65% Plus shipping charges.
Merchandise greater than six months, less than one year.	50% Plus shipping charges.
Goods greater than one year.	No credit allowed.
Merchandise returned that is unsuitable for resale.	No credit allowed.
Intensa, Inc. error in processing can be returned at no charge.	

**Ordering Information:** All orders for product must be submitted on a purchase order via fax or email. No verbal orders will be taken unless order is prepaid. Payment can be made with company check or credit card (MasterCard, Visa, AMX and Discover ). Contact customer service for more details concerning prepaids. The following information is required on all purchase orders.

Quantity of each model, Model Number, Upholstery Pattern/Color/Laminate and Selection of Options

**Caseworks Cancellation-**Orders cancelled prior to the start of production are subject to expenses incurred in processing order. No cancellations will be accepted after the start of production.

**Responsibility for Installation-**Installation is the responsibility of the purchaser and/or the installer selected by the purchaser. Intensa is not responsible or liable for damage or injury caused by improper installation, including but not limited to the failure of installers to provide adequate fasteners and other support for the load imposed by the weight of cabinets and their contents.

**Fire Retardant Foam:** The standard foam supplied with each Intensa, Inc. product meets the specifications for California Technical Bulletin 117. California Technical Bulletin 133 available with up-charge.

Intensa, Inc. is dedicated to providing you and your customer with high quality products. In doing so, we reserve the right to improve, discontinue or modify designs with new materials and or manufacturing techniques without prior written notice.

**Intensa, Inc.**