

Payment

- **Credit Cards:** Use Visa, Mastercard, or American Express by phone, fax, online or by mail.
- **Checks or Money Orders:** Submit with this order form by mail. To avoid COD fees, add an additional 15% to your order total. (Refunds for overpayments are promptly issued; short-ages are shipped collect.)
- **COD:** Prepare a company check, money order or cashier's check to present to your carrier upon delivery for the merchandise and shipping charges plus an additional fee of \$9.50 per box.
- **Preferred Account:** Utilize our Net 30 Days terms. To apply for Preferred Account status, we require references from four vendors as well as your bank. For an application by mail or fax, please call us or visit us online. Initial Preferred Account orders may be delayed 1-2 weeks due to the time necessary to collect credit information from references.

Orders Placed By 3 PM ET Ship SAME DAY!

All phone orders placed on products we have in stock by 3 PM ET will ship same day. Our performance success has been about 99% shipped on time. We will be able to tell you when you place the order if it will ship the same day and contact you that day if an unexpected delay occurs. Website orders are processed/shipped the following day and weekend orders on Monday (excluding holidays). There are some restrictions such as orders over 150 lbs. that ship by common carrier, drop ship orders, orders that require special packaging or held due to credit approval delays.

Shipping

All orders are shipped FOB Knoxville, TN USA 37931. Shipments may not be sent to PO boxes.

Items under 150 lbs.: These items are generally shipped by FedEx Ground. UPS Ground is available upon request.

Items over 150 lbs. or oversize items: These items are shipped by common carrier. (See page 96 for map.)

Value Added Drop-Ship Service: Many times there are instances where shipping your order directly from our supplier source will save you time and shipping costs. This service is available for a nominal \$10 per order. Some restrictions apply. Call for details.

Damage Claims

If you should receive shipments that are freight damaged or missing due to a broken box, contact a Bailey Representative immediately to file a claim.

Returning Merchandise

If you're not satisfied with your purchase from Bailey, contact us within 30 days for a return authorization number (RA#) and further instructions. No returns are accepted without

prior authorization, and items must be unused and in their original condition. All packaging and packing materials must be returned. Charges will be incurred by the customer if products must be restored to their original condition at our facility or if accessories or parts are not returned.



Ship the merchandise and a copy of the invoice or packing slip freight prepaid via FedEx or UPS to:

Returns Department (RA#____)
Bailey International Corporation
2527 Westcott Blvd.
Knoxville TN 37931-3112 USA

Upon receipt, we will provide a replacement product or refund the merchandise price. Refunds will be issued in the original form of payment. Freight charges are not refundable unless the return is due to our error. Special orders and custom products, including cut rod and tubing, are not returnable. Returns after 30 days will incur a restocking charge, and returns after 60 days cannot be accepted.

- If the product is defective within the warranty period please contact us immediately so we may assist you.

Limited Warranty

- Many products available through Bailey are warranted by their individual manufacturers.
- Please be aware that disassembling parts will void these warranties, and returns found to be due to misuse or misapplication (such as cylinders with bent rods) are not covered. An inspection fee plus shipping and handling will apply for all returns not due to a manufacturing defect.
- Bailey does not warrant or provide engineering advice as to the fitness and purpose of any product for any customer's application of use. Bailey is not responsible for determining the applicability of any product for use, including any product purchased from Bailey, under all circumstances and regardless of any presale statements made by our customers as to the anticipated use of any product. It is our customer's responsibility to rely solely on its own engineers or retained consultants in regards to whether any product purchased from Bailey meets any and all federal, state, or local rule, regulation, standard or need, use and applicability.
- A copy of the warranty, if any, for any item in this catalog may be obtained, at no charge, upon written request addressed to:

Bailey Warranty Department
2527 Westcott Blvd.
Knoxville, TN 37931-3112 USA

Pricing

All prices are in US dollars and are subject to change without notice, but we will advise you regarding any price differences prior to order shipment. We reserve the right to correct layout or printing errors. Mixing of product quantities to obtain volume discounts is permitted only on certain product brands, groups or categories at our discretion. Some credit or charge card purchases are not eligible for additional discounts from catalog pricing.

Purchase Eligibility

We are a wholesale supplier. As such, we sell only to recognized businesses with federal tax identification numbers. Possession of sales literature does not solely guarantee purchase eligibility. Returned check fee: \$25.00