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Pacific Best Inc. (PBI) – TERMS & CONDITIONS

- 1) Payment terms are Net 10th or Net 30 upon credit application approval. Otherwise, prepayment must be arranged prior to shipping and/or shipments will deliver COD.
- 2) Our cooling products are available for parcel shipping through UPS, OnTrac, LSO, or FedEx on freight collect basis by confirmed written PO's only. All single piece orders must be placed by our cut-off times:

2:00 PM PST	OnTrac (orders shipping from California)
3:00 PM PST	UPS (orders shipping from California)
12:30 PM PST	UPS (orders shipping from Virginia)
1:00 PM PST	UPS (orders shipping from Texas)
11:30 AM PST	LSO (orders shipping from Texas)
5:30 PM PST	FedEx (orders shipping from CA/TX/VA next day)

Cut-off times may change and are not guaranteed. Our customer service team will notify you if any orders were unable to be shipped due to earlier pick-ups or shipping delays.

- 3) If drop-shipping or using parcel delivery services, please provide shipping label for shipping accuracy and best rates. All appointments for pickup must be made by the customer.
- 4) A \$9.00 non-refundable handling and packaging fee per piece will be added to all single piece/parcel delivery shipments.
- 5) No cash refunds.
- 6) Any returns found not to be PBI product will be returned to the customer at the customer's expense. Non-PBI items will be scrapped if customer does not provide disposition advice within 7 days.
- 7) Wholesale pricing programs are for qualified warehouse distributors only, and are intended for stocking, rather than expediting. Thus, only defective items can be authorized for replacement or credit. Credit is issued only where the item in question is unavailable. Credit will not be given until testing and evaluation results are available. This process enables PBI to keep record of manufacturer defect and maintain. Any returns for lost sales or found not to be defective, will be subject to a 20% restocking fee. \$10.00 re-boxing fee if required.
- 8) Special order items, special pricing items, and obsolete items (including discontinued items or to-be-discontinued items) are not returnable.
- 9) All the prices and terms are subject to change without prior notice and are not guaranteed against price decline.
- 10) Products priced with a warranty discount included are not eligible for any returns except for items made wrong and/or shipping errors.
- 11) Please email wholesale@pacificbestinc.com for any PO cancellations prior to shipping. Only written email cancellations will be accepted. Cancellations after shipping are not accommodated.
- 12) Customers must inspect received items promptly and report any issues within 48 hours. Claims for shipping-related issues will be addressed on a case-by-case basis. In the event of carrier damage, carrier delay, mislabeled parts (vendor or warehouse mislabeling issue), concealed damage, order processing errors, or warehouse shipping errors, PBI will process a replacement order using the original shipping method that was agreed upon. However, PBI will not process replacement orders via expedited services and is not responsible for any direct, indirect, incidental, consequential, punitive, or special loss or damage of any kind.

Manufacturer and Wholesale Distributor of Automotive Cooling Products and Collision Parts

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