

ORDER INFORMATION

Terms and Conditions

Payment

Payment for merchandise will be made by the following methods: Check, American Express, MasterCard, VISA, Discover or cash. If you would like to establish terms with us, please give us a call or visit our website for a credit application.

Discounts

We offer a 2% discount on cash or approved check orders. Full payment must be received at time order is placed. Cash discount does not apply to credit card purchases.

Pricing

All prices are subject to change without notice. Prices maybe subject to state sales tax. Pricing is quoted as F.O.B. shipping point unless noted otherwise. Please confirm pricing when placing an order with one of our sales representatives.

Delivery

We will ship your order the most efficient and economical way possible. Poly-Tex cannot be held responsible for any delay, loss or damage caused by our suppliers/carriers or conditions beyond our control. Poly-Tex relinquishes all responsibility for merchandise once the carrier has accepted the shipment.

Any claim settlements would be between you and the delivering carrier. If needed, we will assist you with your claim. Please inspect your merchandise carefully when you receive it. Any noticeable damage/shortage of packages or pallets must be noted on the Bill of Lading upon delivery. Failure to note damage/shortage on the Bill of Lading before the driver leaves will jeopardize your claim. Concealed or hidden damage must be reported to the shipping company within 15 days of delivery.

Satisfaction

If, for any reason you are not completely satisfied upon the receipt of your order, please call your sales representative at 800-852-3443.

Custom Product

Custom orders such as powder coated (painted) product or special dimension merchandise are not cancellable once production has commenced. "Custom" is defined as any product manufactured or purchased by Poly-Tex that is non-standard. A custom order is considered received by Poly-Tex via a purchase order or signed agreement from the customer.

Change Order

In the event a change order is submitted by the purchaser, a review of the original Purchase Order must commence. The revised purchase order, including any pricing or lead time changes, must be agreed upon by both parties prior to amending the agreement.

Customer Service

Missing parts will be shipped at no charge, at regular freight rates from 30 days of invoice date. If expedited shipping is requested by the customer, these expedited shipping charges are the responsibility of the customer.

Cancellations

Cancelled credit card orders will incur a 3% processing fee.

Building Permits

It is the responsibility of the purchaser to obtain all applicable building permits. Poly-Tex manufactures both code certified and non-certified structures. We advise our customers to research the local requirements prior to purchasing our structures whether they are temporary or permanent installations.

Returns

All returns for credit must have prior approval. The credit granted for such returns, will be based on the invoice value at the time of purchase and will be assessed a 20% restocking charge, except for defective merchandise or unless otherwise authorized. Proof of purchase is required and no returns will be considered 30 days after date of purchase. Customer will be responsible for all cost(s) related to returning product(s) in like-new, sellable condition. No credit will be given on returned product that is damaged. Custom product/project sales are final and are not eligible for return or refund.

Easy Ordering

Call us toll-free US & Canada
800-852-3443
fax 651-463-2479
651-463-7009



Or for more product information, visit our Web site

POLY-TEX.COM
info@poly-tex.com

Billing Address: 1750 - 126th St W, Suite 100
Burnsville, MN 55337

Shipping Address: 27725 Danville Avenue,
Castle Rock, MN 55010
Monday-Friday from 8:00am until 4:30pm CST.

Limited Warranty

Poly-Tex, Inc. warrants its products to be free from defects in material and workmanship for a period of (1) year from date of invoice. This warranty is provided to the original purchaser of the product and is not transferable. Poly-Tex does not warrant product not manufactured by Poly-Tex, but does assign any transferable manufacturer or supplier warranties. Should any defect be found, full repair or replacement will be rendered to the customer following inspection by a Poly-Tex representative and the return of the defective product to our Castle Rock, MN facility. Expenses for removal or reinstallation of defective products will not be covered by the warranty.

Non-code compliance or non-engineered structures purchased by our customers are done so at the customers own risk. Customers shall indemnify Poly-Tex from any liabilities or costs for structural failure or any legal action taken by governing agencies against purchases of non-code compliance structures.

Purchaser will indemnify and hold Poly-Tex and its officers and agents harmless (to the extent provided by law) from and against all loss, liability, cost, damage or expense incident to any claim, action or proceeding against Poly-Tex arising out of the installation, maintenance, use or operation of the products by purchaser.

POLY-TEX SHALL NOT BE HELD RESPONSIBLE FOR ANY SPECIAL OR CONSEQUENTIAL DAMAGES, OR FOR ANY DELAY IN PERFORMANCE OF THIS WARRANTY BEYOND OUR CONTROL. THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES WHETHER IMPLIED, WRITTEN OR ORAL INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

This warranty does not cover damage from customer abuse, misuse, improper installation, customer modifications, customer negligence in performing normal maintenance or damage resulting from acts of nature.

Got a question?

Give us a call and our experienced sales staff can answer your questions. We've been designing, building and selling green-houses and retail displays for over 40 years. We know a lot about what you might be looking for and how best to meet your needs.