



Website Terms & Conditions

Payment Policy

Web orders must be paid by credit card unless other terms have been established. We accept Visa, MasterCard, American Express, and Discover. Orders paid by credit card will be charged when the items are shipped. Open accounts are established only after receipt and approval of a signed Wensco Sign Supply (Wensco) credit application. Credit terms are Net 30 days from invoice date, with a finance charge of 1.5% per month (18% APR) applied to unpaid invoices over 30 days old. We do not accept credit cards as payment for open invoices on your established credit account. C.O.D. terms may be available for established Wensco customers. Returned checks will be subject to a \$35.00 service charge. We reserve the right to use an outside company to guarantee your check.

Sales Tax

Orders shipped to Michigan, Illinois, Indiana, Iowa, Ohio, Wisconsin, and Pennsylvania will be charged applicable sales tax. Customer pickup orders will be charged sales tax based on the physical branch location. No sales tax will be charged if an approved Tax Exempt form has been filed with us. Wensco does not, and is not required to, collect sales tax in any state not listed above. Customers outside of these states should confirm with their state taxing authorities as they may still be required by their state to pay a sales or use tax.

Pricing

All published prices are in U.S. dollars and all orders must be paid in U.S. dollars. Prices are subject to change without notice. Wensco reserves the right to correct typographical and data errors. We are a wholesale distributor to the sign manufacturing industry; if you are not a sign manufacturer please call us at 1-800-253-1569.

Shipping

Most orders are shipped via Wensco delivery vehicles. Orders to customers outside of Wensco's delivery areas are shipped via Ground. Customer is responsible for all freight charges. If you wish to expedite your shipment, Next Day Air and Second Day Air delivery are available for an additional charge. We cannot deliver to post office boxes. Please provide a complete street address for prompt delivery. You will be advised of delivery method and estimated freight at the time of order.

The website estimates freight using UPS rate calculations based on the source and destination locations and by accumulating the weight assigned to the items in your cart. We try to ensure that this estimate is accurate, however, certain assumptions made by the website, such as the number of packages, additional handling charges, and package size may produce different results. We will charge actual freight charges and notify you prior to shipment if the amount varies significantly from what was quoted to you on the website.

WENSCO Truck Delivery

Deliveries over \$100 are subject to a \$3 delivery charge. Deliveries under \$100 are subject to a \$20 small order delivery fee.

International Shipments

Currently, all products on this website are available to residents, businesses, and organizations located in the United States of America. Please call our customer service department at 800-253-1569, fax us at 800-459-0448, or e-mail us at sales@wensco.com for information.

Back Orders

It is our goal to ship your order within 24 hours. High demand or manufacturer shortages may cause us to back order an item. Any back order will be shipped immediately upon receipt. Only items shipped will be charged. Back orders will be charged when product is shipped.

Returns

Products may be returned only with prior written authorization and within 30 days of their purchase. Returns may be subject to a minimum 15% restocking charge. Returned product must be in original packaging, undamaged, and unused in any way. Software may only be returned if unopened. Special orders may require customer sign-off prior to order processing. Special Orders and all cut materials are not returnable.

Damaged and Defective Product and Discrepancies

Any errors in shipment, pricing, or claims for lost or damaged product must be reported within 3 business days of receipt. Damaged product may only be returned with prior written authorization. Damaged or defective product may be replaced or credited at our discretion. With the exception of certain products, credit will be issued within 24 hours of return to Wensco. Customer is responsible for return shipping costs.

Warranties

Wensco Sign Supply hereby disclaims all warranties, expressed or implied, including all warranties for merchantability and all warranties of fitness for particular purpose. The suggestions and data are based on information we believe reliable and are offered in good faith. As conditions and methods of use are beyond our control, we recommend that the prospective user determine the suitability of our suggestions and materials before adopting them on a commercial scale. Individual product warranties are available only when supplied by the manufacturer and are subject to the policies of the product manufacturer. Under no circumstances shall Wensco Sign Supply be held liable for any labor costs incurred from any defective products warranted by the product manufacturers.

Order Acceptance

All orders directed to Wensco are not valid until accepted by Wensco Sign Supply in Michigan, Iowa, Illinois, or Ohio.