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Policies & Procedures

Dairy Xpress Terms and Conditions

THE DAIRY XPRESS MISSION

Supply quality dairy components and supplies at a fair price with fast, accurate service.

STANDARD TERMS

2% cash 30 days / net 30 days – US and Canada
2% cash 60 days / net 60 days - Mexico

BILLING

All billings are based in US\$. Dairy Xpress reserves the right to hold orders for advance payment at any time. Credit limits are arranged in advance by our credit department and require that accounts be current. Accounts not paid within terms are subject to a monthly service charge of 1.5% or 18% APR. Export accounts are subject to 2% monthly and 24% APR service charges on past due balances.

ORDERING

Dairy Xpress business hours are 7:30 AM to 5:00 PM Central time, Monday through Friday. Dairy Xpress provides toll free calling and fax lines to place orders. E-mail orders can be placed by e-mailing orders@dairyexpress.com. An order form is included in the front of the Dairy Xpress Catalog.

PRICES

Prices, Discounts, Specials and Terms are subject to change without notice. Published prices are available by email electronically or printed copy upon request. Contact Customer Service for a current price list.

WARRANTY

Dairy Xpress extends only the original manufacturer's warranty for any products distributed by Dairy Xpress. Dairy Xpress assumes no liability for direct, indirect or consequential damages and all warranties expressed or implied including without exception any warranty of merchantability or fitness for a particular purpose, are expressly disclaimed. Rubber, hose, liners, glass, paper or cloth towels, and plastic parts carry no warranties of any kind. Dairy Xpress is not obligated to pay for labor, loss of product, time or transportation charges, or costs related to defective installation and customer expressly waives all such damages and claims. For a list of specific warranties for each Dairy Xpress product contact Customer Service.

RESTOCKING POLICY

If an order error occurs, an incorrect item can be returned for restocking within 30 days of receipt with a copy of the original invoice and there will be no restocking fee. Freight for returning the item will be the responsibility of the customer. An ROG authorization is still required for the return to be accepted by Dairy Xpress. A 25% restocking charge will be applied for all items returned after 30 days from the original purchase. The item must be in resalable condition. No special order items are eligible for restocking.

DAMAGED MERCHANDISE

All shipments are carefully packaged and inspected prior to shipment to avoid damage in transit. All shipments are fully insured with our carriers, therefore Dairy Xpress liability ends when the product is given to the carrier. It is the recipient's responsibility to inspect all packages and merchandise for signs of damage prior to acceptance. If damage is detected a claim should be submitted directly to the carrier by noting damage on the delivery receipt or bill of lading paperwork, in detail, with the recipient's signature. It is extremely difficult to make a claim against a carrier unless there is detailed information on delivery receipt or bill of lading so it is required that all damage claims be documented at time of receipt.

RETURN AUTHORIZATION POLICY

1. Contact Dairy Xpress by mail, e-mail, fax or telephone.
2. Explain reason for return, invoice number and date, part number of item being returned and quantity.
3. A return authorization will be granted at the discretion of Dairy Xpress.
4. The return authorization is good for 90 days. After 90 days another return authorization will have to be obtained from Customer Service.
5. Only goods shipped freight pre-paid with a visible RA number on the exterior of the box will be accepted by Dairy Xpress. Shipments received without RA's will be rejected.
6. Upon receipt of goods a determination of warrantability, repairability or restockability will be made and credit issued or replacement made.
7. Restocking of items are covered under "Restocking Policy" section.

SHIPPING

Shipments without explicit instructions at the time of the order will be shipped by means Dairy Xpress determines are most suitable.

PRODUCT AVAILABILITY

Dairy Xpress will make every effort to stock adequate quantities of parts. Customers ordering large quantities or items with long lead times are asked to contact Dairy Xpress in advance.

REPAIR OR EXCHANGE POLICY

Due to the high cost of repairing and returning items to the customer, Dairy Xpress no longer offers this service. A limited number of Dairy Xpress out-of-warranty products can be returned for repair or exchange directly from the manufacturer. Contact Dairy Xpress Customer Service if you have a question about whether a specific product has a manufacturer's repair and return program.

