Americover Terms of Sale

Payment Options

In our effort to offer the very best pricing, we prefer Visa, Master Card or Discover for credit card payment. AMEX is accepted with a 2% surcharge. N30 terms available for qualifying Customers; ACH/Wire and Online Credit Card Payments are available- Contact your Account Manager for details. *Online Payment Portal is limited to US customers.

Custom fabricated products require 100% payment for any customer who does not have approved credit terms with Americover. This can be paid by credit card, ACH or check upon order placement.

A 50% deposit is required on all custom products for customers with approved credit terms and the balance is due in 30 days. The deposit can be paid by credit card, ACH or check upon order placement. Balance due payable by check or ACH for customers with terms.

Will Call Policy

Will Call Hours for CA Warehouse is Mon-Thurs 8a - 330p/ Fri 8a - 3p (Holidays may affect these hours)

Custom items- Custom items must be picked up within 60 days of notification to the customer. Failure to take possession of the goods or make additional arrangements will result in the product being disposed of and no refund of money will be available.
Stock Items- Stock items will be held for 30 days after notification to the customer. Failure to take possession of the goods or make additional arrangements will result in goods being put back into stock and a refund will be issued less, a 25% restocking fee.
Customer Hold- Customers who need to get approval can put a 48hr hold on stocked items, after 48 hours items will be put back to stock at no charge to the customer.

Cancellation Policy

Most orders placed with Americover Inc. are entered on the same day and shipped within 24 hours.
- If your order has not shipped, the order can be cancelled.
- If your order has already shipped, you'll need to refuse delivery or contact Americover Shipping Dept. Please note that you will be responsible for all associated costs.

Damaged products/Shortages

All Defective, Damage and Shortage claims must be reported to Americover within 48 hours of delivery. If possible, please note any discrepancies on the BOL/Delivery Receipt.

****Damaged products must be kept on site for possible inspection until claim is closed. Some claims may take up to 120 days to process.**

Visible Noted Loss or Damage - Visible loss or damage is apparent at the time of delivery and should be noted. Noted loss or damage is recorded in detail on the BOL or delivery receipt. When recording loss or damage, please use specific details and try to avoid general or generic terms such as "box damaged" or "torn". This type of notation does not provide adequate support for your claim.

Concealed Loss or Damage- Concealed loss or damage is that which was not apparent at the time of delivery. All deliveries must be inspected within 48 hours of receipt.

800.747.6095 | 760.747.6095
Fax: 760.747.1920
Inquiries@americover.com
www.americover.com
2067 Wineridge Place, Suite F
Escondido, CA 92029

Shipper error

In the event Americover makes an error in shipping such as sending the wrong product, incorrect quantity, or shipping to the wrong address we will take prompt and appropriate action to resolve the issue efficiently.

Definition of Shipper Error

A shipper error includes but is not limited to:

- Incorrect product(s) shipped (wrong SKU, size, or specification)
- Incorrect quantity of product(s)
- Shipment sent to an address other than what was listed on the final order confirmation
- Duplicate shipments due to processing error

Customer Notification Requirements

To be eligible for resolution:

- Customer must report any shipper errors within **5 business days** of receiving the shipment.
- Errors must be reported by contacting **Americover Shipping Dept. at 800-747-6095** during business hours: Monday–Friday, 8AM–4PM PST.

Resolution Process

Upon verification of a shipper error, Americover will:

1. **Correct the Error Promptly**
    - Replacement product(s) will be shipped out at no cost to the customer via the same or faster shipping method originally used.
2. **Return of Incorrect Product**
    - Americover will provide a prepaid return label or arrange pickup.
    - Product(s) must be returned in the original condition unless damage occurred in transit.
3. **Documentation Required**
    - A copy of the packing slip and photos of the received goods may be required to verify the error.
    - Product must remain on site until the return or claim is resolved.

Exceptions & Limitations

- If the product is **custom-fabricated**, errors must be reported prior to use or installation and is only eligible due to a manufacturer defect or damage in transit.
- Failure to report a shipper error within the required timeframe may result in the denial of a full-cost resolution.
- Americover reserves the right to determine the appropriate corrective action based on the nature of the error.

Returns

Custom products cannot be returned / non-stock special orders subject to approval.

Stock items can be returned with prior authorization and in the original packaging within 90 days of ship date. A copy of the packing slip or original invoice must accompany the return. The customer is responsible for return fees; this may be deducted from the refund amount.

Refunds will be issued in the original form of payment within 5 - 7 business days of receiving the returned item(s). **A re-stocking fee of 25% is deducted from the total refund amount. (Exception: defective or damaged product)** The address for the return will be given with the RAnumber.

NO RETURNS WILL BE ACCEPTED WITHOUT THESE DOCUMENTS

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