

Americover Terms of Sale

Payment Options

We accept all Major Credit Cards. Amex orders over the amount of \$10,000.00 will have a 3% fee added to the transaction. N30 terms available for qualifying Customers; ACH/Wire and Online Credit Card Payments are available- See your Account Manager for details.

Returns

Unfortunately due to Covid-19 concerns, until further notice Americover will no longer be accepting/processing returns. In a normal environment, we would have accepted the return with a 25% restocking fee and you pay the freight back. We hope to return to our original policy soon.
Thank you for understanding.

Custom products cannot be returned

Stock items can be returned with prior authorization in original packaging within 90 days of ship date. A copy of the packing slip or original invoice must accompany the return.

NO RETURNS WILL BE ACCEPTED WITHOUT THESE DOCUMENTS

Will Call Policy

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 to 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.

Restocking Fee

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 RA number.

Cancellation Policy

Most orders placed with Americover, Inc. are entered the same day and shipped within 24 hours.

- If your order has not shipped you can cancel the order.
- 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. When possible please notate any discrepancies on the BOL/Delivery Receipt.

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

Shipper error

If an error has been made in shipping and you have received the incorrect product(s), please call Americover Shipping Dept. at 800-747-6095 SAM - 4PM PST Monday through Friday. All errors must be made known within 14 days of delivery.