



Terms & Conditions

BUSINESS HOURS: MASIC Industries maintains daily business hours from 6:00 am to 2:30 pm, PST, Monday through Friday.

PRICES: All orders are invoiced at prices in effect at the time of shipment. Orders will not be processed until the receipt of a written Purchase Order has been received and acknowledged by MASIC Industries from our customer. Receipt of a customer PO shall also serve as MASIC acknowledgement of the order, unless otherwise specified within 24 hours of customer order receipt. MASIC Industries is not responsible for any incorrectly printed product descriptions, part numbers, or prices.

TERMS: Standard Terms are payment by approved company checks. Established customers that have filed a MASIC Industries Credit Application may be eligible for Net30 day terms. Unless otherwise specified by the customer – every effort will be made by MASIC Industries to meet all testing parameters as outlined by the coating supplier’s technical data sheets, but the cosmetic appearance color of the customer or coating supplier’s swatch will take precedence.

ORDERS: In most cases orders received before 12 noon PST will be processed (entered into our queue) on the same day. Lead times are subject to change from our standard 5-7 working days due to changes in sales volume.

SHIPMENT METHOD: Local delivery within the greater Clackamas/Portland Oregon area can be arranged and, in most cases, will be offered as a courtesy by MASIC Industries. The standard shipping method is Ground Service paid for by the customer. Orange (3 Day), Blue (2 Day) and Red (1 Day) services are also available at additional cost, and only when requested and approved by MASIC Industries.

CANCELLATIONS: Special ordered merchandise cannot be cancelled and are payable in advance. Cancellation of standard orders must be received prior to the start of processing.

RETURNS & CLAIMS:

Any requests for the return of goods purchased from MASIC Industries must be made within 30 days of receipt of the goods. No returns will be accepted after 30 days. Prior to any return shipment, call or [email](#) MASIC Industries for a Return Material Authorization number (RMA#) that will be issued over the phone or via email. Returned goods must be in NEW and UNUSED condition. If the merchandise has been installed or partially assembled, then you bought it, and it cannot be returned. The customer is responsible for the return freight costs incurred. NO SHIPPING CHARGES REFUNDED. No exceptions. If the merchandise is being returned because of a proven shipping or packing error made by MASIC Industries, then MASIC Industries will only cover the cost for shipping the correct product back to the customer via UPS Ground or U.S. Parcel Post shipping. Any expedited air freight requests or costs are the sole responsibility of the customer. MASIC Industries cannot issue call tags. Refunds will only be for credit towards future purchases- no cash refunds. MASIC Industries will only issue credit at a rate of no more than 1 ½ times the amount of the coating or MASIC process cost on damaged or non-conforming parts.

Unless otherwise agreed, RMA lead times may take up to 20 workdays depending on changes in sales volume.

WARRANTY: MASIC Industries warrants its products to conform to customer or MASIC Cosmetic standard QAW016 at the time of delivery but makes no other warranty claims.

LIABILITY: The acceptance and/or use of any finishes purchased from MASIC Industries by the customer hereby shall release MASIC Industries from all liability pertaining to the use of such finishes.

Any rights not expressly granted herein are reserved.

Contact MASIC Industries with questions or problems.

SMP001F02 Rev C Added RMA Leadtime to RETURNS & CLAIMS section