

Ordering Information

FAX orders toll free to 866.882.9475 or email orders to orders@raproducts.com. Contact customer service via e-mail at info@raproducts.com or call 800.298.4351 with any product or pricing questions. Changes to any purchase order must be submitted in writing and in a timely manner. You will be required to approve orders in writing for non-standard or custom products, and those orders may require a down payment.

Freight

Products are shipped prepaid and add unless requested otherwise, and are shipped in the most direct and economical manner.

Please see [Freight Policy](#) for information on how to calculate freight charges. Shipments are dock-to-dock, however, if additional services are required (i.e. lift gate, inside delivery, etc.), please indicate at the time freight quote is requested. Additional charges will apply.

Credit

On established credit, payment for the full invoice amount is due within established terms. Past due invoices may be subject to finance charges, collection expenses, and attorney/court fees. In case of a discrepancy, such as shortages, only that portion may be deducted and the balance paid. Merchandise is shipped on open account only after credit has been established.

Customers who have not established credit should forward a payment of 50% of the net order value with their order. The balance is due prior to shipment.

Visa and Mastercard payments are also accepted. When paying via credit card, invoices at or above \$5,000 are subject to a 3% processing fee. "Order splitting" is prohibited.

Warranty

All RightAngle® products hold a warranty. Visit our [warranty page](#) to learn more.

Damages & Claims

All merchandise has been carefully inspected and packed prior to shipment. Upon receipt of an order, the following procedures should be followed.

When a carrier arrives, inspect all cartons for damage and verify carton quantity.

If there is visible, obvious damage, refuse the shipment or sign BOL subject to inspection/damage. **Record damages and/or shortages on the freight bill.** Sign only for the number of items you receive. If you give the delivering carrier a signed receipt for a shipment without noting problems or discrepancies, the carrier and RightAngle™ are relieved of further responsibility.

If product is found damaged upon opening the cartons (concealed damage), notify RightAngle® Products at once to request an inspection.

For both obvious and concealed damage, contact the RightAngle® team to submit your damage claim. Photos of the damage are required for all submitted claims. Photos must include the following:

- Photo(s) of overall package (box and/or skid) that clearly shows the damage
- Photo(s) showing the entire product (to help ID the product in question)
- Close-up photo(s) of the actual damaged portion of the product
- If the submitted photos do not clearly show the affected product and damages, additional photos may be required

Submit the claim in writing within four (4) days of date of delivery. Hold cartons and units for carrier's inspection.

Please send the claim and required documentation to info@raproducts.com. The RightAngle® team will respond back to your claim within 24-48 business hours.

Returns & Restocking

- Returns must have prior authorization and requests must be made within 60 days from the date of invoice.
- All returns must be made in original cartons with proper inner packing (and must be in like-new condition) within 30-days from the date of return authorization.
- All returns must be shipped freight prepaid.
- A restocking charge of 25% will be assessed on all returns.
- If any excessive damage is evident, credit will be determined by market value.

Special orders, custom orders, and laminate items CANNOT be returned unless given prior authorization by RightAngle .

All standard acrylic products MUST be unused, with the original protective masking film still attached.

To request a return, contact RightAngle® Products customer service via telephone, fax, or e-mail. Once approved, your return will be assigned an authorization number and you will receive further instructions. Return authorization number must be included with the return.

Measures & Weights

All weights and measurements are approximate and subject to change.

Cancellation

Requests for purchase order changes and/or cancellations must be submitted in writing and are only approved with written consent from RightAngle®. Orders may be changed or cancelled without penalty prior to the start of production. Cancelled orders after production has started will be subject to a fee, as determined by RightAngle®. **Changes or cancellations CANNOT be accepted on special/custom product orders.**

Company Information

K & A Manufacturing, Inc., d.b.a. RightAngle™ Products

Address: 6703 Zinser St., Schofield, WI 54476

Phone: 800-298-4351 (toll free), 715-355-0222 (local)

Fax: 866-882-9475 (toll free), 705-355-0223 (local)

Email: info@raproducts.com (general info), orders@raproducts.com (order info)