



# HSM Wire International, Inc

Ph: 330-244-8501 Fax: 330-244-8561

[www.hsmwire.com](http://www.hsmwire.com)

## ORDERING INFORMATION

Our sales and service offices are open daily from 8:30 A.M. to 5:00 P.M. EST, Monday through Friday (closed weekends and American legal Holidays).

**Mailing Address:**      **Shipping Address:**

PO Box 2153            or            820 S Valley Blvd  
North Canton, OH 44720      North Canton, OH 44720

Ph: 330-244-8501

Fax: 330-244-8561

E-mail: [info@hsmwire.com](mailto:info@hsmwire.com)

## PRICES:

All our prices are Ex-Works our warehouses in Europe and the United States. HSM Wire International's quotations are in US Dollars for all customers. All quantity price breaks apply per individual quote number only, no mixing for lower prices. Large quantity pricing is available. All are completed by a quotation e-mailed directly, No phone quotation will be done.

Due to the currency market fluctuation and increase in regular suppliers' prices, prices are subject change without notice. In case of a significant price change, a notice will be issued and the order will be held for approval.

## MINIMUM QUANTITY

All minimums vary per quotation.

## ORDERING METHODS

When placing an order, please include the following information on the Purchase Order or Phone Order:

1. Quotation Number
2. Material Ordering
3. Quantity
4. Shipping Information

## PAYMENT METHODS

### PRE-PAID (Outside of Canada, USA, and Mexico)

All orders are pre-paid with the following forms:

1. Wire Transfers from a Pro-Forma Invoice – USD\$50.00 fee applies
  - a. Company Name
  - b. Contact Name
  - c. Company Shipping and Billing Address

## 2. Credit Cards (Canada, USA, and Mexico)

Credit Cards are accepted by phone, fax, or e-mail.

We accepted the following Credit Cards:

1. Visa
2. MasterCard
3. Discover

We require the following information:

- Company Name
- Name on the Card
- Contact Name
- Company Billing and Shipping Address
- Card Number
- Expiration Date

## 3. Terms offered to repeat customers upon approval through HSM Wire International:

1. NET 10
2. NET 15
3. NET 30

## **SHIPPING INFORMATION**

### **Shipping Methods**

Orders are shipped by the most cost-effective way or can be requested to be shipped by overnight delivery (per request and additional charges). If the method is not specified, we reserve the right to ship by the most appropriate method.

### **Shipping Charges**

All orders are shipped Ex-Works. Only actual shipping and nominal insurance charges are added to the Invoice amount. We will pre-pay and add shipping charges to the Invoice. Customers can supply their account numbers and we will ship using their accounts.

### **SHIPMENT IN TRANSIT**

The goods shipped by us are received and signed for by the carrier. The carrier is responsible for any loss and/or damage while in transit. ALL of our shipments are insured against any loss and/or damage.

## **IMPORTANT NOTES**

All orders are non-cancelable.

### **Damages**

YOU SHOULD THOROUGHLY INSPECT ALL SHIPMENTS AS SOON AS THEY ARE RECEIVED. Our responsibility for this shipment has now ceased.

If any of the goods called for on the packing slip are short or damaged do not accept them until the UPS freight or express agent makes a damaged notation on your freight bill or express receipt.

A signed Bill of Lading or Express Receipt is an acknowledgement by the transportation company of the receipt in GOOD CONDITION of the shipment covered by our invoice. If any concealed loss or damage is discovered. NOTIFY YOUR FREIGHT OR EXPRESS AGENT AT ONCE, and request them to make an inspection. This is absolutely necessary. Unless you do this the transportation company will not entertain any claim for loss or damage. If the agent will not make an inspection, then you should make an affidavit that you notified them (on a certain date) and they failed to do so. This with other papers will properly support your claim. We will not be responsible for loss or damage when you give the transportation company a clear receipt.

We are willing to assist you in every possible manner in collection claims for the loss or damage, but this willingness on our part does not make a responsible for collection of claims or replacement of the material.

Any goods which the customer is asked to return to HSM Wire International, INC. must be dispatched properly addressed, carriage paid and correctly packed in accordance with HSM Wire International, INC.'s instructions. Goods properly supplied against customer order will under no circumstances be accepted for return. A RMA Form must be submitted before goods can be returned to HSM Wire International INC. You can call or email to request for this RMA Form. Any goods shipped back without the proper RMA form will be deemed as a lost in transit. HSM Wire International INC. also has a re-stocking fee that applies to ALL orders that is returned to our warehouse.

Claims for loss or damage on shipments must not be deducted from our invoice, nor payment of the invoice withheld awaiting adjustments of such claims, as WE DO NOT GUARANTEE SAFE DELIVERY.