

Terms and Conditions

ORDERING INFORMATION

FAX orders toll free to 866.882.9475 or e-mail orders to orders@raproducts.com. Contact customer service via e-mail 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

All products are shipped prepaid via ground transportation in the most direct and economical manner. Additional charges for expedited shipping and handling will be paid by the customer. (LTL orders are shipped dock to dock; additional services such as, lift gates, inside delivery, etc., are the responsibility of the customer.) Ergonomic product prices include shipping within the contiguous U.S (exception: \$10 S/H charge for orders under \$150 list).

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 any discrepancies, 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.

WARRANTY

All RightAngle™ Products are warranted to be free of defects due to manufacturing or materials for a period of five years from shipment date. We will replace any defective part after inspection by an authorized agent. Customer is responsible for shipping charges to and from RightAngle™ Products. Exception: RightAngle™ Products seating is warranted to the original purchaser on all components for the life of the product with the exception of upholstery and foam being warranted for five years. Warranty is limited to a forty hour work week, 250 lb. weight limit. Costs incurred due to product replacement such as installation, labor charges or transportation are not covered under this warranty. Modification of original product voids warranty and is non-refundable. Please refer to website for full warranty.

Exception: Two year warranty on Helium Surface.

DAMAGE AND CLAIMS

All merchandise has been carefully inspected and packed prior to shipment. Upon receipt of an order, the following procedures should be followed. Under ICC regulations, claims reported after 15 days may be refused, so please follow the guidelines below.

When a carrier arrives:
Inspect all cartons for damage and verify carton quantity. Refuse merchandise damaged in transit. **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, notify RightAngle™ Products at once to request an inspection. Photos of damage required.

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

RETURNS & RESTOCKING

Returns must have prior authorization and requests must be made within 60 days from the date of invoice. Special/custom orders **CANNOT** be returned. 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. 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. 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.

MEASURES AND WEIGHTS

All weights and measurements are approximate.

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

RightAngle™ Products by:
K & A Manufacturing, Inc.
6703 Zinser Street, Schofield, WI 54476
Toll Free: 800.298.4351 | Fax: 866.882.9475
Local: 715.355.0222 | Fax: 715.355.0223
Website: raproducts.com
E-mail:
info@raproducts.com | orders@raproducts.com

QUICK-SHIP PROGRAM

RightAngle™ Products offers standard quick-ship lead-time of 1-3 days on orders of 50 items or less on products showing this  symbol. Orders of 51 or more items, or products not showing this symbol require a 2-3 week lead-time. Custom products are not included in the quick-ship program.

GSA

GSA customers and dealers may contact RightAngle™ Products for separate GSA pricing and terms and conditions. GSA on-line access to contract, ordering information, and terms and conditions are available through GSA Advantage at www.GSAAdvantage.gov. 

K & A Manufacturing Inc, dba RightAngle™ Products
GSA Contract # GS-28F-0035M
FSC Group 71, Part 1
FSC Class 7110; Office Furniture
Small Business
DUNS # 621026699
FEDID # 39-1659382
Cage Code 1XL33