

# Equustock, LLC

## Administrative Office and Warehouse

8179-1 Starwood Drive

Loves Park, IL 61111

**Sales Office:** (866) 962-4686

**Fax:** (815) 885-4286

### Product Policy:

No refunds or returns of orders once they have left our plant. Credits for any damaged product must be pre-approved and must be accompanied by a bill of lading with damage noted. You must notify us of any shipping damage while the truck is in your yard and you must note the bill of lading before signing. No deductions can be taken from payment of invoice for any reason without written approval from Equustock, LLC. Written approval will only be given with documentation of damage (photos).

Equustock, LLC does not offer credit for:

1. Moderate bag / torn bag damage (because of the weight of this product and the method of shipping, there is a possibility of torn bags from forklifts, etc. We suggest you tape up the bag and sell at a slightly reduced price. This kind of damage will not hurt the product.)
2. Price Matching
3. Comp product to customers
4. Or for any reason unless approved in writing by Equustock, LLC.

If there is substantial damage due to shipping, you must:

Contact our business office while the truck is offloading.

Note the extent of the damage on the bill of lading and have the driver initial recognition of damage.

Photograph the damage completely.

If damage warrants credit for product, Equustock LLC will issue a credit. Do not deduct from your payment without written authorization.

Equustock, LLC ASSUME NO LIABILITY for freight delays for any reason  
PLEASE BE SURE THAT YOU HAVE THE MEANS TO UNLOAD THE SEMI: FORKLIFT AND DOCK OR PALLET JACK TO MOVE THE PALLETS TO BACK OF TRUCK. CUSTOMER ASSUMES ALL LIABILITY FOR ADDITIONAL CHARGES FOR DELAYS IN UNLOADING OF FREIGHT. THE FREIGHT INCLUDED ALLOWS FOR 2 HOURS OFFLOADING TIME. ANYTHING OVER 2 HOURS IS SUBJECT TO ADDITIONAL CHARGES.  
PLEASE BE SURE THE EQUIPMENT YOU USE TO UNLOAD THE PRODUCT ARE RATED TO HANDLE THIS WEIGHT.

All credit disputes will be settled in Winnebago County - Illinois. Customer agrees to pay all court costs and attorney fees associated with collection. The product remains the property of Equustock, LLC until it is paid for in full and is entitled to recovery of product in case of default of payment. Equustock, LLC cannot be responsible for damage to product, property or injury during offloading or handling of product for any reason. Please report any shipping damage and record on the delivery receipt upon delivery. Please advise Equustock, LLC of these damages. By signature below, you agree to pay the invoice in full within the terms applied. If payment is not received within terms, Equustock, LLC will have the right to retrieve the product, or file suit for collection for payment.

Date: \_\_\_\_\_

Signed: \_\_\_\_\_