ILLINOIS ENGINEERED PRODUCTS
The Preferred Security Gate Since 1962

2415 W. 21st Street
Chicago, IL 60608
877.437.4623 toll free
312.850.3710 phone
312.850.4736 fax
illinoisengineeredproducts.com

IEP Terms and Policies

PRICE

All previous prices are superseded by the list price. All prices are subject to change without notice. Orders outside of the continental United States may be subject to import duties, freight, communications and insurance cost.

ORDERS

Illinois Engineered Products reserves the right to decline orders in which the price or quantity of goods is not satisfactory. IEP will not be bound to fill any order unless or until they have been accepted at the headquarters location. All custom orders must be accompanied by a signed template drawing which will be provided by IEP. IEP will accept orders via email, fax, or courier.

RETURNED GOODS

All materials returned to Illinois Engineered Products for any reason, must have a Return Goods Authorization (RGA) number applied to the outside of the skid. A restocking fee of 25% of the purchase price will be applied to the customer's account. If reordering, a 15% restocking fee will be applied.* Transportation charges of returned goods must be prepaid by the customer. All goods must be returned within 30 days of RGA issue date. All goods must be returned in resalable condition. Product not returned in sellable condition is subject to disposal by IEP with no credit issued. No returns are accepted on specials, modified stock items or after 30 days after receipt of goods.

**Return orders with custom labels will be charged a 35% restocking fee. If reordering, a 25% restocking fee.*

PAYMENT

Thirty days net. IEP reserves the right to add a service charge to all invoices past due. International orders are accepted with a confirmed irrevocable letter of credit.

SHIPMENT

All shipments are FOB factory via carrier we select unless otherwise arranged with IEP. Goods in transit are at the risk of the buyer.

ILLINOIS ENGINEERED PRODUCTS
The Preferred Security Gate Since 1962

2415 W. 21st Street
Chicago, IL 60608
877.437.4623 toll free
312.850.3710 phone
312.850.4736 fax
illinoisengineeredproducts.com

IEP Terms and Policies

DELIVERY

We strive to make prompt shipment of all orders; however, IEP will not be responsible for any loss or damage resulting from delay in filling orders due to causes beyond our control, including delivery of material to IEP.

CANCELLATIONS

After orders are entered for manufacturing, cancellations cannot be accepted without our permission, and may be subject to a cancellation charge equal to 25% of the purchase price.

If you have any questions, you can contact one of our customer service representatives between the hours of 8:00 am and 4:30 pm central standard time. We look forward to providing you customer service that exceeds your expectations!

Please call 877.437.4623 or email sales@fgfred.com with any questions or concerns.