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- Prices:** Our policy is one of constant product improvement. We therefore reserve the right to change specifications or prices without prior notice.
- Quantities:** While we will endeavor to ship the exact quantity ordered, we reserve the right to under or over-ship up to 10% of the item quantity ordered unless expressly stated at time of inquiry and written order.
- Delivery:** FOB Statesville, NC. Quoted delivery dates are given in good faith based upon production loading. Delivery dates are to be understood as estimated. The seller shall not be liable for failure to meet estimated delivery dates.
- Returns:** Products should not be returned without our prior agreement. All returned products should be carefully packaged and insured for shipment. We reserve the right to implement a handling charge if the return is not through the fault of the seller.
- Cancellations:** Once an order has been put into production it cannot be cancelled, or changed without our written consent. If consent is given you will be advised of any charges.
- Tools/Dies:** Tools and dies used in the production of your order (s) remain the property of the carbide manufacturer.
- Warranty:** We will consider claims for defective materials within 60 days of receipt at our customers shipping address. All materials must be used for their specific and recognized purpose. No claims for labor or damage can be accepted.
- Damages:** Our sole liability shall be limited to replacement of our product under the conditions outlined above. Customers waive any other remedies. We shall not be liable for loss of profits, loss of use, damage or injury to persons or property, other consequential or incidental damages of any kind.
- Agreements:** All agreements are contingent upon strikes, accidents and delays beyond our control.
- Orders:** We reserve the right to levy a \$10 (US) service charge on orders of net value less than \$75 (US).
- Safety:** Eagle provides all customers with Material Safety Data Sheets (MSDS) in compliance with OSHA regulations. Extra copies can be obtained as required. All such information should be read carefully and be made available to any and all employees.