

Terms and Conditions

Payment. On approved credit, net 30 days from date of invoice for domestic transactions. 1.5% finance charge per month will be added after due date. Trilogy will accept MasterCard, Visa and American Express cards. An Irrevocable Letter Of Credit from a U.S. Bank or cash in advance in U.S. currencies is required prior to International Transactions. All orders subject to acceptance of factory and will be billed at price in effect at time of shipment

Product and Pricing. All prices are quoted in United States dollars, F.O.B. Plant, excluding taxes and freight, in effect at time of order are also shown. . Prices, discounts and terms and conditions are subject to change without notice.

Sales and Use Taxes. Trilogy will charge, collect and remit the appropriate sales and use taxes in the states that Trilogy is registered for such taxes. Tax-exempt Customers can contact our Customer Service for instruction on how to submit their sales tax exemption to Trilogy prior to the order. Trilogy is not responsible for the collection or payment of any foreign duties, tariffs or assessments.

Damaged or Lost Items. Customer may refuse damaged shipments that are visibly damaged by indicating the damage on the receipt. Once the shipment is received, please call Trilogy Customer Service to order a replacement product, and contact the transportation company to file a claim.

Fifteen-Day Returns. Customer may return products within fifteen (15) days of receipt for any reason (except if damaged from mishandle or misuse) for refund of the product purchase price. A charge will be made if the product is not returned in saleable condition. Prior to returning a product, you must call our Customer Service to obtain a Return Authorization Number. The Customer is responsible for shipping charges on the returned product. When the complete product is received at Trilogy, a credit will be issued. This policy does not apply to custom orders or custom cut lengths.