

Order Terms

ORDER:

We appreciate your business! Please don't hesitate to contact us if you have any questions. You are welcome to order by email or purchase order. We will need to know if your organization requires Purchase Orders.

PAYMENT:

Payment is due Net 30 Days after receipt of invoice.

SALES TAX:

A Sales Tax Certificate must be included with the first order or sales tax will be added to the order. Sales tax will be charged at the Houston rate of 8 1/4%.

SHIPPING:

We ship primarily via UPS Ground Common Carrier. We will ship other carriers with a special request. Freight costs will be prepaid by Sun Ray Products and added to the invoice.

RETURNS:

You may return, for replacement or refund, within the first seven (7) days of delivery any products that are damaged or unsatisfactory. Contact Sun Ray Products for your Return Tracking Number prior to return. If your shipping carton is damaged, you should report it directly to us as well as the carrier. A claim must be filed so the carrier company will reimburse us.

Original and return shipping charges are not refundable. Consider purchasing insurance on the return shipment. While it is rare, we cannot be responsible for product that is lost or misdirected during return shipment.