



## Minilab Supply Store

15255 - 23rd Avenue North  
Plymouth, MN 55447

Local	763-404-1248
Toll Free	800-866-6694
Fax	763-404-0048
Toll Free Fax	800-566-6123

### Ordering Info & Terms

**SHIPMENT:** We will stock and ship most supplies within 24 hours. All products are shipped via UPS, unless otherwise requested. FOB Minneapolis, MN. All hazardous materials are subject to a \$20.00 handling charge per hazardous package imposed by the freight carrier.

**PAYMENT:** CHARGE CARDS Supplies can be charged on your credit card. We accept MC, VISA, American Express, and Discover.

**FIRST TIME ORDERS:** First-time orders are Credit Card or Payment in Advance ONLY.

**ADVANCE PAYMENT:** You may make payment before shipping either by check or ACH electronic transfer.

**OPEN ACCOUNTS:** If you would like to open an account, please use the credit application.

**TERMS:** Open Account - Invoices due net 30 days from date of invoice. We reserve the right to hold shipments on any accounts that are past due. A service charge of 1.5% per month will be assessed on any past due account. If any invoice is not paid, the buyer will be subject to all reasonable costs and expenses, including attorney's fees, incurred in the collection of the past due account. Dishonored or NSF checks will be subject to a \$30.00 service charge.

**WARRANTY:** Supplies distributed by Minilab Supply Store (MLSS) and ProLab Imaging Products (PLIP) are warranted by the manufacturer. MLSS and PLIP are not responsible for incidental damages or consequential damages. MLSS and PLIP make no warranties, expressed or implied, on any manufacturer's goods.

**PRICES:** Prices are subject to change without notice; however, prices in effect at date of order will prevail. Any pricing misprint on this site is not intentional and is not a commitment to the said price. We do our best to keep our catalog up to date and accurate at the time of uploading.

**SALES TAX:** Illinois, Indiana, Iowa, Minnesota, Ohio, and Wisconsin customers will be charged sales tax on all items until we receive a Resale Certificate, at which time we will charge sales tax only on applicable items according to law. It is the responsibility of the customer to pay state sales or use tax in other states where it applies.

**RETURNS:** Merchandise ordered incorrectly (other than Electronic Goods or Special Orders - i.e. digital cameras, imprinted envelopes, etc.), will be accepted for credit provided it is returned within 30 days, freight prepaid, undamaged in its original packaging, and in salable condition. All returns will be subject to a 15% restocking charge. Prior authorization is required for merchandise returned for any reason.

**IMPORTANT:** Merchandise being returned to MLSS or PLIP for, any reason, must be accompanied by a copy of a Returned Merchandise Authorization (RMA) from MLSS or PLIP. This can be faxed or emailed to you. Contact customer service to obtain your copy.

Shipments without the RMA copy and the RMA number marked on the outside of each package will be refused. All credits must be used within 6 months from the date of issue.

**DAMAGED SHIPMENTS:** Upon receipt of shipment, please inspect for external or internal damage and for the correct quantities before signing the freight bill. Make a note of any damage on the freight bill and file a claim with the carrier, since such damage is the carrier's responsibility. If UPS, call their customer service at 800-742-5877. All original packaging must be kept for possible UPS inspection. Call Minilab Supply Store for replacement of lost or damaged shipments after a claim has been made.