



COUGAR CUTTING TOOLS, INC.

Custom Cutting Tool Solutions
23529 Reynolds Court
Clinton Township, MI 48036
(586) 469-1310 • Fax (586) 469-1314
www.cougarct.com • info@cougarct.com

Terms and Conditions

DELIVERY/PRICING: Quoted pricing is based on current market conditions & production schedules. Pricing/Lead Time may be subject to change beyond the quote expiration date. Delivery reflects working days only.

OVERSHIP: All orders are subject to 1 piece or 10% overshipment/undershipment, unless otherwise specified. (If exact quantities are required, please add +10% to the quoted price.)

RESHARPS: Pricing on resharpe quotations is contingent on normal tool wear (unless otherwise specified). Tools will be evaluated upon receipt and Cougar reserves the right to requote, if necessary.

PAYMENTS: Cougar accepts all forms of payment, except American Express. For credit card orders, there is a convenience charge of +3% of the invoice total.

- First order is credit card only - unless otherwise specified.
- If credit terms are desired, please provide a minimum of 3 trade references to the AR Department.

SHIPMENTS: Cougar is not liable for tooling once it is turned over to the carrier (UPS, FEDEX, personal delivery driver, etc.). It is the buyer's responsibility to communicate shipping terms, insurance, level of service, etc. when placing order.

Default shipping method is *Ground - Prepay&Add* for all invoices, unless otherwise specified.

RMA: To begin a return, please call or email to request a return authorization number. Please reference this number when you return the tools. Please note that our custom tools and special orders returns are administered on a case-by-case basis. We stand behind our product and warranty design according to the supplied drawing. We are not responsible for damaged tooling as a result of misuse.

DOCUMENTS: Please include a copy of the return authorization in the box. Failure to include doc's may result in delay of processing.

RETURNS: Returns are subject to inspection before any credits can be provided. Please contact our quality department for details.

PACKAGING: Please return tools in original packaging. If packaging is damaged/missing, wrap tools individually to avoid damage during transit.

RETURNSHIP: Please call for our UPS Account information. Standard return type is UPS Ground.

Cougar Cutting Tools, Inc. reserves the right to deny returns where tools have been altered by 3rd party in any way.