



Terms and Conditions

Terms

Net 30 Days. No Minimum Invoice amounts

Prices:

Prices subject to change without notice.

Shipping

All shipments are shipped FOB factory and our primary carrier is UPS. If you prefer us to use another carrier, please contact customer service or specify on purchase order.

Claims

Goods are considered sold and our responsibility ceases when delivery is made to the transportation company. In the event of goods being lost in transit, we will make every effort on behalf of customers to have lost goods found or to have the transportation company make proper restitution for loss. Customer is responsible to file damage claims prior to accepting goods at their facility. NEXGEN Tooling is not responsible for damaged or lost shipments.

Specials

Orders for special tools, non-catalog or modified tools are accepted on a no-cancellation basis and tools are not returnable. A confirming purchase order is required before any work begins on special tools. A 10% over or under shipment or 2pcs on orders of 10pcs or less on a special is acceptable based on industry practices unless no over shipment is stated on the order when placed. If instructed at time of quote/order, exact shipment quantities will be honored at a premium charge.

Return Policy

No merchandise may be returned without prior authorization from the factory. Credit will not be issued for merchandise returned without a return authorization number. Items ordered incorrectly and brought to our attention within 10 days of placing order, can be returned with no restocking fee and correct product will be shipped. Customer is responsible for any greater difference in price between the two. All other merchandise returned for credit will be subject to a 25% restocking charge.

Errors

NEXGEN Tooling cannot be held responsible for incorrect parts made with our products due to mislabeling or defect. We assume all tools used by our customers are inspected before use and that first part inspections in customer's plant are the rule. We will replace or credit tools in those situations.

Product Warranty

NEXGEN Tooling will replace or repair and of our products that are found, after our evaluation, to be defective in materials or workmanship up to 1 year. The provisions of this warranty shall not apply to any NEXGEN Tooling product that has been subject to misuse, subject to improper operating parameters, repaired, resharpened or altered in any manner.

Continuous Improvement

It is the policy of NEXGEN Tooling to continually improve our products, and therefore we reserve the right to change the design and construction of our products at any time.

If you have any questions, please call us at 855-263-2328