

# Terms & Conditions

*Thank you for your interest in Salsbury Industries.  
Please contact our customer service department with  
any questions or visit our website at [mailboxes.com](http://mailboxes.com).*



## ORDERING OPTIONS



### Internet

Visit our website at [mailboxes.com](http://mailboxes.com) and order online 24 hours a day. Our online ordering system is secured to protect confidential information. Include your credit card number or purchase order number (subject to credit approval).



### Email

Email us 24 hours a day at [customerservice@mailboxes.com](mailto:customerservice@mailboxes.com). One of our representatives will get in contact with you for further assistance.



### Chat

Online chat is available between 7:00 am and 4:30 pm PST Monday through Friday. Our trained and knowledgeable customer service representatives are ready to assist you.



### Phone

Call 1-800-624-5269 (international: 1-323-846-6700) between 6:00 am and 5:00 pm PST Monday through Friday. Our trained and knowledgeable customer service representatives are ready to assist you.



### Fax

Fax to 1-800-624-5299 (international: 1-323-846-6800). Include your credit card number or purchase order number (subject to credit approval).



### Mail

Salsbury Industries, 18300 Central Avenue, Carson, CA 90746-4008. Include check, credit card number or purchase order number (subject to credit approval).



### EDI

(Electronic Data Interchange) Salsbury Industries is a trading partner with various government agencies and corporate entities. Contact our accounting department for further information.

## TERMS & CONDITIONS

**Prices:** Prices are subject to change without notice and do not include applicable taxes. All prices are in U.S. dollars. Minimum order amount is \$25.00.

**Payment:** Payment must be included with orders from new customers and with custom orders. If a minimum 50% deposit is received (custom orders require full payment in advance), the balance is due prior to shipping. Purchase orders are accepted from institutions, government agencies and companies with a satisfactory Dun and Bradstreet rating. All credit orders are due 30 days from the date of invoice (net 30). All major credit cards are accepted. PayPal is accepted for online orders only.

**Shipping:** All prices are Freight on Board (FOB) factory. Freight charges will be prepaid, collect or prepaid and added to the invoice (upon approved credit). Most products are in inventory and ship within 1 to 2 days after receipt of an order. Large and/or custom orders vary in shipping times and may be drop shipped from separate locations. Specific shipping dates cannot be guaranteed. Next Day Air, 2nd Day Air and expedited deliveries are available upon request. Rates are dependent upon weight, size, destination and products ordered – contact us for a freight charge quotation. Should an order exceed size and/or weight limitations, motor freight will be used. Freight delivery is curbside. Inside delivery and lift gate service can be arranged for an additional charge. If an order is shipped outside the U.S., it may be subject to VAT, import duties and/or taxes which are levied once an order reaches its final destination. When necessary, equipment is banded and stretch wrapped to pallets. When delivered to the transportation company, shipments become the property of the purchaser. Before acceptance, the extent of any damage should be noted on the bill of lading.

**Materials:** Descriptions and specifications contained in the published literature were in effect at the time the publication was approved for printing. Salsbury Industries reserves the right to discontinue products at any time or change specifications and/or designs without notice and without incurring liability. Listed weights are approximate shipping weights.

**Installation:** Most products are shipped assembled and are ready for installation. Framing materials and fasteners shall be furnished by the customer or contractor. When products are for U.S.P.S. access, consult with your local postal authorities regarding local approval and current installation requirements.

**Quotations:** Individual quotations are valid for thirty (30) days. Salsbury Industries reserves the right to alter a quotation at any time and for any reason. Salsbury Industries will not be held responsible for any discrepancies overlooked during the customer's review process. Salsbury Industries also reserves the right to decline an order, in whole or in part, for any reason.

**Dealers:** Dealers are not employees of Salsbury Industries. They are independent contractors whose relationship with Salsbury Industries is that of a customer.

**Returns:** Returned goods will not be accepted without a returned goods authorization (RGA) number from Salsbury Industries and must be shipped freight prepaid to Salsbury Industries, 1010 East 62nd Street, Los Angeles, CA 90001-1598. Products must be returned in their original shipping cartons within fifteen (15) days of receipt and are subject to a 25% restocking charge. Custom orders and orders with options cannot be cancelled and will not be accepted for return, exchange or refund.

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**Warranty:** Salsbury Industries provides a three (3) year limited warranty to the original purchaser. This three (3) year limited warranty is extended to five (5) years for the 3300 series Cluster Box Units (CBU's), Regency® CBU's, Outdoor Parcel Lockers (OPL's) and the 3700, 3800 and 3900 series 4C horizontal mailboxes. Salsbury Industries warranties cover defects in material and workmanship if reported in writing to Salsbury Industries within three (3) years (five (5) years for CBU'S and 4C horizontal mailboxes) of the delivery date. This warranty is limited to the cost of the products and does not include installation costs, expedited shipping costs, transportation neglect or costs, damage due to adverse weather conditions, misuse or alterations by the customer. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages; as such this limitation and exclusion may not apply to you. Salsbury Industries, at its option, may replace or repair defective products. Returned goods will not be accepted without a returned goods authorization (RGA) number from Salsbury Industries and must be shipped freight prepaid to Salsbury Industries, 1010 East 62nd Street, Los Angeles, CA 90001-1598.