

**OCTAVO CORPORATION**  
Post Office Box 4723  
Evansville, Indiana 47724  
(812) 475-1574 – phone  
(812) 475-9451 – fax (24 hours)

## **TERMS AND CONDITIONS OF SALE**

1. All sales are final.
  2. Returns authorized only for the following reasons:
    - a. Defective product – exchange will be made for same product
    - b. Product shipped in error (If we sent you a product you did not order, a return authorization number and call tag will be issued.)
  3. Claims (missing items, receipt of damaged or defective goods, shipping errors, etc.) must be made within 10 days of the delivery date to your organization.
  4. Octavo Corporation will not accept returns without prior written authorization.
  5. Requests for returns must include the appropriate invoice numbers.
  6. All returned packages must display a Return Authorization Label; otherwise the returned package will be refused and returned unopened.
  7. Invoices for customers on open account are due and payable within 30 days of the invoice date unless otherwise stated.
  8. All new accounts are subject to credit approval.
  9. Customers without credit approval may be required to prepay for orders or receive orders on C.O.D. basis.
  10. Minimum order \$25.00 NET. Orders less than \$25.00 NET will be assessed a \$5.00 service charge.
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