

# Terms and Conditions

## Pricing

All prices are per pound and apply to standard container sizes. All prices are subject to change without notice. Price in effect at time of shipment shall prevail.

## Packaging

Products packaged in standard containers have no additional charges. Returnable containers are available and return information is provided on the drum label.

## Repack Charges

Standard Package	No Charge
100 lbs to Std Pkg	\$1.50 / lb
50 lbs to 99 lbs	\$3.00 / lb
25 lbs to 49 lbs	\$5.00 / lb
Less than 25 lbs	\$10.00 / lb

For standard container sizes smaller than 50 lbs and for initial trial quantities of 25 lbs, no repack charges will apply.

Repack orders for large quantities will be shipped in multiples of 50 lbs.

**Orders for repacked material require 24 hours notice. All repack orders are shipped freight collect.**

## Pallet Charges

All orders requiring pallets will be charged an additional \$10.00 per pallet.

## Freight Terms

Unless otherwise specified, all products are shipped FOB destination, freight prepaid and added to the invoice.

## Payment Terms

1%15, net 30 days

## Returns

All requests for return of goods must be directed to our Customer Service Department. No returns will be accepted without an authorization number and are subject to approval of quality as determined by our laboratory.

Material which has been approved for return is to be shipped freight prepaid to location of our choice and will be credited in accordance with the following schedule:

## Unopened Containers

1. All returns of surplus dyestuffs require prior written authorization.
2. Full credit will be given for goods returned within 30 days of invoice date.
3. Dyestuffs returned after 30 days, but within 90 days of invoice date will be credited at 80% of the invoiced price or the price in effect, whichever is lower.

4. Dyestuffs returned after 90 days, but within 6 months of invoice date, will be credited at 50% of the invoice price or the price in effect, whichever is lower.

## Items not considered for return

1. Opened containers
2. Discontinued items
3. Items held 6 months beyond invoice date
4. Repack products
5. Presscakes
6. Make-to-order products

## Order Placement

Call DyStar Customer Service at:

**1-800-4DyStar  
(1-800-439-7827)**

Or call your local sales representative.