

**UNITED SANITARY CHEMICALS COMPANY, INC.**  
**TERMS AND POLICIES**

**OPENING AN ACCOUNT**

Complete our credit application and we will set up your account. You may email, fax, give it to your sales representative, or drop it off at our office.

**TERMS**

We accept cash, checks and major credit cards with proper ID. New customers who wish to open a Net 30 Day account may do so upon credit approval. Finance charges are added after 30 days at a rate of 1.5% per month on past due accounts.

**PLACING AN ORDER**

By phone, simply call 410-539-2305 to speak to one of our knowledgeable salespeople or customer service representatives. By fax, send your order to 410-539-2452. If you are a new customer, please be sure to include contact information. You will be called to complete the credit process or to obtain credit card information.

**QUICK DELIVERY**

Local orders for in-stock items placed before 2pm are typically delivered next regular business day. Special order items may take longer, depending on manufacturer; speak to your representative for details. If you have any other delivery requirements or need an emergency delivery, please call your sales representative and we will do our best to accommodate.

**RETURN POLICY**

Returns are accepted within 30 days of purchase, of regular stocked inventory products (unused, unopened, full cases only) for exchange or refund. A 15% restocking charge may apply dependent on condition of product. Special order items are subject to manufacturer's return policy which usually includes a 15-20% restocking charge plus return shipping. All sales are final on custom logo orders; these items cannot be returned.

**CUSTOMER SERVICE**

Do you have a special cleaning problem? Our friendly staff will be happy to help you find a solution. Do you need something in a hurry? Just call us and we will do our best to work within your time frame. Need training? Just call us, we have the knowledge and are happy to assist you.

**MSDS**

Material Safety Data Sheets (MSDS) for our stocked products are available on our website, through the links on our [Supplier's Page](#), or simply call us, and we will get them to you as quickly as possible.