



## Terms and Conditions of Use

### **ACCEPTANCE:**

This page sets forth the terms and conditions under which John Wright Company provides the information on this Web site, as well as the terms and conditions governing your use of this site. Information on the Web site can be changed, updated or deleted without notice. By accessing, reading, and making use of this site, you agree to be bound by the terms and conditions we have outlined below and on the respective Web pages. If you do not accept these terms and conditions, do not continue to use or access this site. Please check these terms and conditions periodically for changes. Your continued use of this Web site following the posting of changes will indicate your acceptance of these changes.

### **CONFIDENTIALITY:**

Information concerning John Wright Company, its employees, customers, or others on whom data is collected, stored, or processed is the property of John Wright Company and is confidential. You agree not to disclose, or allow anyone else to disclose, any such confidential information except where necessary for a legitimate business purpose or where required by law.

### **USER ID/PASSWORD USE:**

Attempting to gain access to resources for which you are not authorized is a serious breach of security and can result in revocation of your access to this Web site. It is your sole responsibility to regulate and maintain a secure password. John Wright Company is not responsible for any activities associated with this Web site by users with insecure passwords of said users

### **ACCEPTING DELIVERY:**

Always check the number of packages you receive with the number of packages noted on the delivery receipt you must sign. Do not sign for any packages you do not receive. You must pay for the number of packages for which you sign. Have the driver note any missing packages on the delivery receipt

### **DAMAGED SHIPMENTS:**

Check all packages upon delivery for damages. If damage or a shortage occurs, do not refuse the shipment. When the condition of the boxes indicates there may be concealed damage, ask the driver to wait while you open the boxes. Have the driver note the damage or shortage on delivery receipt. If something is damaged or shortened by UPS, we will file a claim as long as you notify our Customer Service Department within 3 days of delivery.

### **WARRANTY:**

The John Wright Company uses only the best materials available to ensure your satisfaction. Should one of our products fail due to a defect in materials or workmanship, we will replace it free of charge or issue a credit. Our warranty is valid for one year from date of purchase. This warranty does NOT apply to product failure resulting from misuse, abuse, neglect, mishandling or wear from ordinary use.

## **DISCLAIMER OF CONSEQUENTIAL DAMAGES:**

Seller shall not be liable for any incidental or consequential damages incurred by the buyer, including, but not limited to loss of profits, loss of sales, personal injury or any commercial loss, or any other incidental or consequential loss. In the event any of the goods sold under this agreement are deemed "consumer goods," the limitation on consequential damages for injury to the person of the consumer shall not apply.

## **RETURNS:**

No returns will be credited without a Return Authorization Number. This can be obtained by contacting your sales rep. A Return of Goods form must be included with your shipment to ensure proper credit. We reserve the right to decline returned merchandise without proper or incomplete documentation. Returns are allowed up to 30 days from date of purchase. Upon verification your return will be processed

## **PRIVACY**

John Wright Company is committed to protecting your privacy. We will limit access to information on the Web site to those who need it to conduct our business. We will not disclose information on our employees or customers except for legitimate business reasons or where required by law. John Wright Company follows all applicable statutes, rules and regulations with respect to privacy, and is bound by the privacy laws of the states in which they do business. John Wright Company has the right, but not the obligation, to monitor the information transmitted to and from this Web site.

## **SOFTWARE**

John Wright Company does not warrant that any information, software or other materials accessible, referenced or linked through one of our Web pages is free of defects, viruses, worms, trojan horses or other harmful components.

## **USE OF COOKIES**

A cookie is a message given to a Web browser by a Web server. Usually, the browser stores the message in a text file called cookie.txt. The message is then sent back to the server each time the browser requests a page from the server. The main purpose of cookies is to identify users and possibly prepare customized Web pages for them. Cookies are not used on this Web site to collect or store personal information. However, cookies are used to pass security information upon entry of your user ID and password. The browser used by users must be set to allow use of cookies in order to clear the security process to access restricted sections of this site.