

MISSION STATEMENT

To continue building and strengthening a successful company by working with both customers and vendors to provide the marketplace with innovative, high-quality, affordable products.

WARRANTY:

MatPlus stands behind the quality of our products 100% in terms of workmanship, material and fit. If any defect is noted, please request a Return of Authorization Form from your customer service representative. Upon receipt, we will adjust or replace the product at no additional cost.

This warranty does not apply to adjustments incidental to the wearing of an item, adjustments required due to physical changes of the wearer, deliberate misuse of an item, or an item that has been altered by anyone other than MatPlus.

QUOTES & PRICES:

Quotes are valid for 30 days from quote date. Prices may change without notice.

TERMS & CONDITIONS:

- New accounts must be prepaid, credit card or C.O.D. prior to credit approval.
- Net 30 days on all established accounts.
- Credit card payments are accepted. (MasterCard, VISA, Discover and American Express)
- Service charges are 2% per month for balances over 30 days.
- All orders are shipped F.O.B. Eastlake, Ohio by ground, unless notified.

RETURNED GOODS POLICY:

Sales of customer specific products are final. Returns are not permitted. Product on invoice greater than 30 days old are non-returnable (exclusive of manufacturer defects). Call or fax your customer service representative for a Return Goods Authorization Number. Returned goods without an RGA# will be refused. A restocking fee of \$5.00 for all "off-the-shelf" footwear and 10% on all other items will be charged unless product is defective.

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