



How To Contact Us;

Phone: 1-866-599-4404

1-585-599-4402

Fax: 1-585-599-4403

E-mail: sales@ncwgs.com

Mail: N.C.W.G.S.

PO Box 251

Corfu, N.Y. 14036

Privacy Policy

Nickel City Wholesale Garden Supply recognizes the importance of protecting the privacy of all information provided by our customers. Out of a fundamental respect for our customers' right to privacy and to guide our relationships with our customers, we will not sell or share your information (names, e-mail addresses, etc.) with any third party.

Product Quality Guarantee

We know that both products and service are important to you, so we educate our sales staff to provide the most accurate and up-to-date information possible. We constantly seek ways to improve our current products and develop new ones. Let us be your eyes in the market, locating new products and providing the support you need to sell them.

Retailers who sell our products will continue to benefit in several ways from our experience and our reputation. We will tailor our service to your needs. If you are a small retailer, we will break cases and sell individual items. If your needs are large, we'll meet them promptly. Call us with all your hydroponic and gardening needs.

Refunds & Exchanges

All refunds and exchanges will be gladly accepted when merchandise is returned in its original unused condition with the original payment receipt. A credit for the amount of the product will be issued on the payment receipt. A credit confirmation will be sent to you by mail. There will be NO credit for the shipping and handling amount. If the original payment receipt is not included with your refund or exchange merchandise, a store credit will be issued when the merchandise is returned in its original unused condition. Your sales representative, prior to shipping any product back to the warehouse, must authorize all returns, with an RMA#. If RMA# is not on outside of package, delivery will be refused. All returns must be shipped freight prepaid. Local returns will be picked up. Returns will be accepted up to 60 days from invoice date of initial purchase. A 15 % restocking fee will apply to non-defective goods returned. Warranty Returns must be clean New , original packaging, and free of markings, stickers, labels, and price tags. In original shipping condition.

RMA Instructions

- An updated RMA request form is included in this section. Fill out the form completely. All fields are required. If you need additional forms contact our customer service department so they can e-mail, mail or fax you the form.
- The form is provided in PDF format when sent in email. A free reader for the PDF form can be downloaded at <http://www.adobe.com>. The form can be filled out on your computer screen. Please send RMA forms to the email address on top of the form, do not send to customer service.
- For the fastest response time, please make sure to fax all forms to 585-599-4403 •Email (preferred) or fax your request to the contact on the form. We recommend that you save a copy for your records. Do not use the RMA request form as your packing slip.
- Use your RMA confirmation as your packing slip. Our RMA Department will enter your request into our returns system and fax or email your RMA confirmation that will list all items authorized for return. If any items you requested are not approved, we will provide explanation and instructions if applicable.

A RMA tag will be issue for defective equipment that is not a Warranty direct company listed on the following page.

Important Reminders

- Be sure to test all products being returned as defective or for warranty repair. Also, ensure that all products are still in warranty.
- Do not return any items not on your RMA confirmation.
- Only return items purchased from N.C.W.G.S.
- Describe completely the problem with the item. This helps our repair technicians identify, fix and get the item back to you quickly. Use additional lines if needed.
- N.C.W.G.S. UNO™ brand reflectors, socket assemblies, CO2 injector systems and UNO® Ballasts, will be handled as a repair. All other distributed items that N.C.W.G.S. authorizes to be returned will be credited to your account if deemed defective and is within the warranty period.
- Use appropriate packaging material to get item(s) safely back to us. Please do not ship any broken lamps/glass.
- If we cannot identify where a shipment came from, (i.e. the shipment we receive does not have the RMA confirmation pack slip, the RMA number on the shipping tag, or other ID) the shipment becomes the property of N.C.W.G.S. & That shipment will be disposed of if we do not hear from you within 30 days. Also, if we have notified you that a unit you returned will require repair charges, you have 30 days to notify us to either return the unit to you without repair, but with freight charges, or authorize the repairs and freight charges.
- Please refer to the RMA request form for additional instructions.

Fee Schedule

Repairs outside of warranty will be billed at \$40 per hour plus parts. Any freight will also be billed. Administrative fees apply to, but are not limited to:

- Items returned without authorization.
- Defective items or warranty repairs that are working.
- Items damaged during shipping because of inadequate packaging.
- Items improperly returned on prepaid shipping tags.
- Items returned for warranty repair or replacement that is out of warranty because of date, tampering or misuse.
- Items left in our possession over 30 days.

Warranty direct companies are listed on http://ncwgs.com/returns_warranty.php

General Hydroponics, 800-374-9376, Fax: 707-824-9377

Gualala-Light Movers, 303-861-1266, reapirs@lightrail3.com

HM Digital, 310-410-3100, Fax: 310-410-3106

Hydro Logic, 888-426-5644, Fax: 831-336-9840

GENERAL TERMS OF SALE

N.C.W.G.S., Inc. Request that you fill out the credit application and general business information. Please download these at <http://ncwgs.com/register.php>. , At this time also create a user name and password-click send! Or call us at 1-866-599-4404-ext.23

Agreement - Dealer expressly acknowledges that all orders are subject to these Terms and Conditions, unless N.C.W.G.S. inc. agrees to other terms in writing signed by an officer, and that these terms and conditions create a binding contract between the parties.

We will get right back to you when we receive your business information! Please make sure your e mail address and phone numbers are correct! After a General terms of sale has been received in our general fax mail box by our staff -we can approve and open your account.

You can then start shopping and saving your carts to plan your purchases, and stock levels.

After you place your first order you will receive an Invoice from our bookkeeping system letting you review your order and Invoice.

You can then make your payment (an INP payment) or Scan company check -VOID it and we will set up a ACH account, or transfer of monies, and allow you to keep all records in this file- thru Quickbooks, Intuit Network Payment.

- (The faster and preferred) - company checks must clear banking before we ship. we do not ship C.O.D.

We also accept Visa & Mastercard, a credit card fee of 3%

Product Offering - We reserve the right to change, modify, improve, add or discontinue products at any time without notice.

Minimum Annual Purchases - In order to maintain a wholesale account a Dealer must purchase \$10,000 annually. If an account is unable to meet this criteria, their account will be closed.

FINANCIAL TERMS

New Accounts - Must fill out a credit application and agree to allow us to check vendor references, personal credit (by Equifax) and business credit (by Dunn and Bradstreet). Sole proprietors, partnerships, limited liability companies, limited liability partnerships, S corporations, non-public C corporations must sign our personal guarantee.

Credit - For established accounts with excellent personal credit scores or Dunn & Bradstreet reports, good payment history & vendor references, we will offer ACH/prepay, All existing 30 day accounts have a 2% 15 day, . Account must be current in order to take early payment discounts.

Freight Terms on Grow Media - Certain bulky and heavy products will be excluded from our prepaid freight program. This will include but is not limited to soil, Hydroton™, peat, perlite and other grow media.

\$3,00.00 Free Shipping- no medium



\$3,500.00 Free Shipping- no medium



\$4,000.00 Free Shipping- no medium



For products that do not qualify for free freight as listed in catalog we encourage a full container orders which we can offer the freight quotes Train & Road and Bulk incentives!!-We can offer bulk bags on most medium of 4 to 6 Ton a bag max weight is 44,500 lb per Truck LTL!

Nickel City wholesale Garden Supply reserves the right to choose the carrier and the shipment type

N.C.W.G.S., inc. ships U.P.S. ground & LTL. All LTL shipments will deliver with a lift gate unless you request no lift gate. N.C.W.G.S. has arranged with all carriers to include a lift gate with no extra charges. All products leave our warehouse in good condition, bench tested, and appropriately packaged. Please inspect your shipment when it arrives. All damages or missing product must be noted on the carrier waybill and our office contacted immediately.

Drop Ship Orders: Minimum drop ship order is \$15.00. The fee will be \$10.00 per box for orders between \$15.00 and \$50.00. This will include all packaging supplies and labor necessary to make the order shippable. A \$5.00 per box shipment charge will be assessed on all order exceeding \$50.00.

shipped with in the Continental US. Drop shipments to Alaska, Hawaii, Puerto Rico and foreign countries will be assessed a \$15.00 per box drop shipment fee. We reserve the right to approve or decline drop shipment sizes and destinations. N.C.W.G.S. will not insure drop shipments and hold the seller and consignee responsible for claims and returns.

Product Pricing

Products are sold at prices in effect at the time the order is shipped, which may be different than current dealer catalog pricing, unless otherwise specified. Prices, discounts and terms of sale are subject to change without notice. Please see our website for our most current pricing.

Miscellaneous Shipping Fees - Any fees assessed by parcel or LTL carriers such as residential delivery, lift gate, signature required, redelivery etc., will be passed on to the respective Dealer

Transfer of Ownership - Legal title and ownership of merchandise supplied by N.C.W.G.S., Inc. does not transfer to a customer until the goods are paid for in full. The merchandise remains the property and collateral of N.C.W.G.S., Inc. until full payment has been received. We reserve the right to remove or repossess products from a retail store or other location if applicant fails to meet payment terms.

Back Orders

If a product is unavailable, back orders are posted on invoice. We will call when product is available to confirm you still need product shipped -back orders are held for 60 days then must be reordered.

Credits

All credits issued by N.C.W.G.S.,inc. must be collected with 60 days of issuance, or the credit will be dismissed and reverted to N.C.W.G.S., inc.

COMMERCIAL ACCOUNT APPLICATION

Name of Business: _____

Shipping Address: Street _____ City _____ State _____ Zip _____

mailing Address: Street _____ City _____ State _____ zip _____

(if different)

Telephone Office _____ fax Office _____ e mail _____

Limited Company _____ Partnership _____ proprietorship _____

Princepal (`s) Names _____

Contact Name _____

Bank account info. _____ Address: _____ City _____ State _____

Contact Name _____ phone # _____

business Account# _____ D&B # _____

COMPANY REFERENCES:

1. Company name _____ (contact) _____

City _____ State _____ zip _____ Phone _____

2. Company name _____ (contact) _____

City _____ State _____ zip _____ Phone _____

3. Comapny name _____ (contact) _____

City _____ State _____ zip _____ Phone _____

E.I.N.-I.R.S. Tax number _____

(please SCAN or Fax -copy of your state resale certificate)

In consideration of I,We, the undersigned, being permitted to purchase merchandise from Nickel City Wholesale Garden Supply,Inc.I (we) do agree to the following terms and conditions: In connection with said business terms and conditions, the undersigned authorizes and consents to the receipts and exchange of credit information.

I (we) will pay my(our) account to the Terms of sale (INP payment, credit card, pre payment,ACH,net 15, net 30 or wire transferr) and upon reciept of monthly Statement. I(We) further agree that intrest at the rate of 3% per month will be chared on any past due portion. terms of payment set forth above. , unconditional and continuing, and shall constitute full indebtedness of The Company to N.C.W.G.S., including interest, all costs of collection, related expenses, collection charges, court costs and attourney fees. N.C.W.G.S. shall have the right to demand and receive payment pursuant to this guaranty without first bringing any action against The Company, without joining the Company in any collection action against me as guarantor, and without pursuing or exhausting N.C.W.G.S.`

Collections - Accounts with balances aged over 90 days may be turned over for collection by a third party collection agency. All collection costs and attorney fees will be incurred by the client if they are not paid as agreed. Accounts turned over for collection will have a public notice filed for the unpaid balance placed on their personal credit report(s) of all guarantors.

Dated _____

Signature _____

Print Name _____

585-599-4403

e mail sales@ncwgs.com