

Ipsco International

Operational Guide



Thank You

For giving us an opportunity to serve.

- What follows is our basic operational guide for doing business with Ipsco International. It's not long and we won't bog you down with lengthy lawyer speak.
- We are ISO principled not ISO certified so if you require certification to place the order we just saved you a ton of time.
- Our quotation for your RFQ will contain the terms and conditions for that RFQ alone and may differ from job to job. When required we will need a drawing in which we will both quote and use as the control document.
- We require a written purchase order to process your order. Within your purchase order we need your ship to address along with the method you would like us to use to get it to you and weather or not you require it be insured.
- If your purchase order does not contain a method and your account number we will ship to you using UPS and it will be shipped insured.

- Mistakes ours or yours. If we make a mistake with your order we will correct the error and re-ship your order UPS RED on us and discount your order by an additional 20%. If you order the wrong part we'll help get you back on track. We will however have to charge you a 20% re-stocking fee.

- Terms - First order cash or credit card after first order 2% rec'd 10 days from invoice date net 45. Account reaching 90 days are re-set to first order. Credit cards used on overdue accounts will be assessed an additional 3% surcharge. Three strikes and your **not** out but your prepaid before shipping for a long time.

- All export shipments are prepaid before shipping in US dollars. Shipped via the carrier of your choice against your account freight and duty collect.

- We could continue but we think you got the basics. We're here to help you succeed. If you have any further questions please feel free to call or write.