



**Alzo International Inc**

Where Chemistry is Artistry



**Terms and Conditions of Sale**

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# Welcome



Alzo International and its customer service group strives to meet your expectations with each and every order.

This guide provides our terms and conditions of sale. Your Customer Service Representative (CSR) will assist you to ensure your orders are received, processed, and fulfilled to meet your requirements each and every time.

# Order Placement

Sales Orders can be placed via email to your assigned CSR. If you do not know your CSR please contact your Alzo Account Manager



# Order Confirmation

A Sales Order Confirmation will be emailed directly to the customer within 24 business hours of the receipt of the purchase order. If modifications are necessary, the customers must contact their CSR immediately for revisions or changes.

## Alzo International Inc. Customer Service

**Phone:** 732-254-1901

**Website:** [www.alzointernational.com](http://www.alzointernational.com)

**Email:** [lcivitello@alzousa.com](mailto:lcivitello@alzousa.com)  
[ccesare@alzousa.com](mailto:ccesare@alzousa.com)

**Hours:** 8:00 AM to 4:30 PM Eastern Time

**Address:** Alzo International Inc.  
650 Jernee Mill Road  
Sayreville, NJ 08872

# Order Management



## Lead Times

### Products in Stock:

10 day lead time

### Made to Order Products:

Contact your Account Manager for specific details. Made to order products are not returnable.

### Expedited Orders:

If accepted these orders will be subject to a surcharge based on the product ordered.

## Charges and Fees

### Order Changes:

A revised purchase order must be emailed to your CSR within five (5) days prior to the ship date.

### Cancellation of Processed Orders:

Any cancellations prior to 48 hours of the ship date will incur a 25% restock fee.

### Cancellation or Changes to Processed/Pending Orders:

A \$100.00 minimum fee will be charged

### Cancellation or Changes to Orders for Products Not in Stock or Readily Available:

Orders for products with extended lead-times of 4 weeks or more may not be cancelled or changed unless done so within 2 business days of the date of the order confirmation.

### Returns:

If a return is approved/accepted a RA# number will be provided and a 25% return fee applied.

# Order Management



## Shipment Preparation

### Pallets:

Orders will be consolidated on heat-treated pallets when necessary and invoiced accordingly.

### Fiber Drum Repack:

UPS/FEDEX shipments requiring such repackaging will be charged a fiber drum fee.

### Pail Outer Packaging:

A surcharge for each pail for UPS/FEDEX shipment in a box will be charged a box fee.

### Non-Standard Packaging:

A \$3.00 per pound upcharge above drum prices will be invoiced for pail shipments.

## Shipment Terms

### INCOTERMS:

All orders are shipped on a Collect basis, EX-Works/FOB Sayreville, New Jersey.

### Documents:

CSR will confirm pickup date and prepare all necessary shipping documents.

### Incorrect Coding:

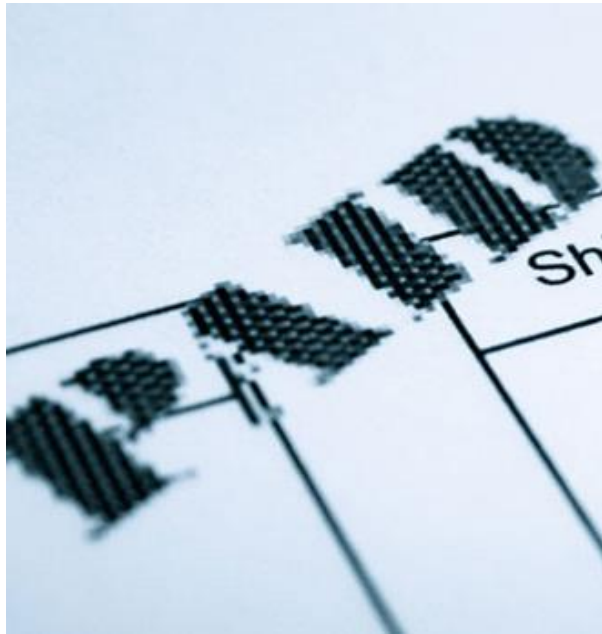
A charge of \$40.00 will be incurred for shipments requiring changes.

### Order Collections:

Orders not collected within (5) days of scheduled pick-up dates will be subject to a warehouse holding fee.



# Invoicing and Payments



## Issuance:

All orders will be invoiced within 24 hours of shipment from the Alzo facility. Invoices will be sent via email or by standard mail.

## Payment Terms:

Unless otherwise stated on an invoice all payments are due net thirty (30) days of invoice date.

## Means of Payment:

Standard method of payments shall be by check or electronic wire transfer in United States funds to the following:

**Bank of America - Account 8113036924**

**Swift - BOFAUS3N - ACH Direct- 021200339 - ABA- 026009593**

## Late or Incomplete Payments:

Payments not received within the terms will be considered late and account put on credit hold until account is in good standing.

## Suspension of Credit:

Alzo may revoke open payment terms requiring payment in advance prior to release of orders. Such pre-payment conditions will not change obligation of the customer to take and pay for the product ordered and prepared for shipment. A revised purchase order must be emailed to your CSR within five (5) days prior to the ship date.

## Attorney's Fees:

Buyer agrees to be responsible for such fees incurred by Alzo in the collection of any funds that are payable to Alzo by the customer.

# Additional Information

## TERMS OF USE

### **Use By Buyer:**

Buyer agrees that it has determined the suitability of the Alzo product for the Buyer's intended use and assumes responsibility for the results of the use of the Alzo products whether alone or in combination with other materials. All orders will be invoiced within 24 hours of shipment from the Alzo facility. Invoices will be sent via email or by standard mail.

### **Storage and Use:**

Customer agrees to comply with all rules, regulations and laws pertaining to the handling of the Alzo products and the Buyer assumes all responsibilities for proper unloading, handling, storage, use and resale of the Alzo product.

### **Force Majeure:**

Neither Buyer or Alzo shall be liable for any delay in performance or non-performance for any case beyond reasonable control of the party affected whether foreseeable by the party affected.

### **Governing Law:**

This agreement shall be governed by the laws of the State of New Jersey, USA.

# Additional Information



## **Quality Management:**

Alzo international Inc. is an ISO 9001:2015 certified company.

## **RSPO:**

Alzo International Inc. has achieved RSPO Supply Chain Certification.

## **Halal:**

The Alzo International is a Halal Certified establishment

## **Alzo Technical Service:**

The Alzo Sample Department processes samples for all its products on a timely basis. Our Application laboratory provides prototype formulations as well as assists customers and distributors on the use of Alzo ingredients. The Alzo regulatory personnel works with customers and distributors regarding the compliance of Alzo ingredients with key regulatory agencies throughout the world.

## **Authorized Distributors:**

Alzo International has a global network of authorized distributors to meet the needs of customers in more than 50 countries. A listing of these distributors can be found on the Alzo website: [www.alzointernational.com](http://www.alzointernational.com)





## Alzo International Inc



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