



# Ordering Information

## Shipping & Handling:

- All orders ship FOB East Moline, Illinois.
- Orders for in-stock items are shipped in the order they are received. Most orders ship within 3 business days. This does not include weekends or holidays.
- When shipped by ground UPS or truck freight, allow 5 to 10 business days after shipment for delivery.
- Air delivery is available upon request for most items.
- Oversize and/or heavy items require additional shipping and handling fees and may require additional delivery time.
- Alternate shipping services and methods may be available, contact Nixalite for details. Handling fees still apply.
- We attempt to ship orders complete, however partial shipments may be necessary at times.

## Payment Terms:

- Visa, Master Card, American Express, Discover Card, Wire Transfer or Money Order with order placement.
- Check with order. Orders paid by check subject to holding period before shipment.
- We do not offer COD shipments.
- Net 30 Open Account terms available with approved credit and a written purchase order.
- Past due accounts subject to a 2% monthly service charge on unpaid balance plus collection costs.
- All transactions subject to government regulations at time of purchase.

## Damaged Goods:

All damaged shipments must be reported to Nixalite® of America Inc immediately for proper claim handling.

## Return Goods Authorization Program:

- Contact Nixalite to request a Return Authorization form (RA). This form is available by e-mail, fax or postal service.
- Approved returns must be returned within 30 days of order invoice date. The completed Return Authorization form MUST accompany the return shipment.
- All return shipment must be prepaid to:  
Nixalite® of America Inc  
Shipping & Receiving  
1025 16th Avenue  
East Moline, IL 61244.
- There will be a 20% restocking charge on all returns with a minimum restocking charge of \$20.00.
- Credit will be issued only for new, unused items returned undamaged and in good condition.
- No credit for partial returns or returns without a completed and approved Nixalite Return Authorization form.

## Canadian Orders:

- All commercial orders must be accompanied by a valid GST number and import broker information (if not using UPS).
- UPS will act as the import broker on orders shipped by them, if another import broker is not specified.
- Canada invoices DO NOT include import tariffs, taxes, duties or fees. All additional fees are the responsibility of the customer.

## International Orders:

- Please contact Nixalite® of America Inc for ordering information, product availability and payment options.
- International invoices DO NOT include import tariffs, taxes, duties or fees. All additional fees are the responsibility of the customer.

# Nixalite® Privacy Policy

Nixalite® realizes that our customers are concerned about how the information they provide will be used. We are committed to protecting your privacy and will use the information we collect to process your order and to provide you with more personalized service. **We do not sell or rent our list of customers to anyone.**

When placing an order, we ask you to provide information including your name, phone numbers, mailing address, shipping address, e-mail address and credit card information. **All customer information is stored on a highly secured server.**

To continuously assess the value of our customer service, we may track the way customers use our information; however, this is analyzed only in the aggregate and not at the individual level. To this end, the information you provide us will help us tailor our communications and product offerings so that you receive more of what you want and less of what you don't want when shopping with us. **We do not sell or rent our list of customers to anyone.**

With your permission, we may from time to time, send you information on special offers, events or industry news. You can elect not to receive this information from us at any time by contacting us by phone, fax or email.

If you do receive informational or promotional e-mails, faxes or mailed correspondence from Nixalite®, you will also receive the information on how to prevent future correspondence. To do so now, contact Nixalite® at ;

Nixalite® of America Inc  
PO Box 727  
1025 16th Avenue  
East Moline IL 61244-0727  
Ph: 800.624.1189 or 309.755.8771  
Fx: 800.624.1196 or 309.755.0077  
Email: birdcontrol@nixalite.com



**Nixalite® of America Inc.**

1025 16th Avenue East Moline, IL. 61244  
Experts In Architectural Bird Control Since 1950

**Phone:** 800.624.1189 or 309.755.8771

**Fax:** 800.624.1196 or 309.755.0077

**Email:** birdcontrol@nixalite.com

**Web:** www.nixalite.com



*Where the World Shops for Humane Bird and Animal Control.*