



**New York Headquarters**  
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**Tennessee Distribution Center:**  
3370 Miac Cove, Memphis, TN 38118

Dear Dealer,

Please see below updated Dealer Terms for 2024.

1. Credit vs RPO – Penn-Plax will no longer offer RPO's unless deemed necessary. Our standard process moving forward will be to provide Credits for defective inventory.
  2. Payment Terms & Interest – Penn-Plax will charge a 0.75% interest fee per month on all overdue payments.
  3. Shortage Claims: All claims for shortages must be made in writing to Penn-Plax within 48 hours of receipt of goods. The signed BOL and Packing list must be returned with the claim.
  4. Returned goods, Remedies limitation: The maximum allowable claims relating to products sold or delivered by Penn-Plax Inc. are limited to the purchase price of the specific product for which damages are being claimed.
  5. Merchandise Returns – Merchandise may only be returned with a valid RA (Return Authorization) number issued by Penn-Plax Inc., securely affixed to the exterior of the carton. Items without this number will be shipped back to the buyer at their own expense. Penn-Plax reserves the sole discretion to decline the return of any merchandise, unless for instances where a return is due to a products failure to comply with a Penn-Plax warranty. All returned merchandise must be in its original packaging, in a saleable condition, and listed in Penn-Plax's current inventory. For non-warranty returns, a 15% restocking charge will be applied, deducting it from the net price of the returned item.
  6. Shipping and Handling Charges – All shipping and handling charges are subject to change without notice. All order values are based on Net prices minus any and all discounts.
  7. Damaged Items: Photo proof of damaged items must be provided to Penn-Plax prior to accepting any returns or providing credit. All damaged item claims must be made within 7 days of receipt of goods.
  8. Order Revisions – Once an order has been submitted to Penn-Plax, no further revisions can be made.
- We pride ourselves on processing all orders within a timely matter.

Thank you,

The Penn-Plax team

