



## It's Easy to Order from S&S® Worldwide!



**Call to order &  
Customer Service: 1-800-243-9232**

**Bids & Quotes: 1-800-243-9232 X4800**



**Fax: 1-800-566-6678**



**Shop Online: [www.ssww.com](http://www.ssww.com)  
Customer Service: [service@ssww.com](mailto:service@ssww.com)**

### Placing Your Order

- Include the item number, the quantity, the description as it appears in the catalog with the applicable color and size of item.
- Include the Source Code and Customer Code found in the boxes on the back of the catalog.

**Confirming Orders:** If an order was placed previously by phone, fax or Internet, a confirming order is not necessary unless a voucher is required. Please mark "confirming" and include the order number. We cannot be responsible for duplicating orders that are not marked "confirming."

### FREE Freight – It's Easy!

If your subtotal is:  
under \$75  
\$75 and Over

Add:  
**\$8.95**  
**FREE**

**\$75  
And Over  
FREE FREIGHT!**

**Free Standard Shipping is automatic** when you order \$75 or more; no offer code needed.

Free Standard Shipping does not apply to expedited orders or orders shipped to P.O. Boxes, APOs, and FPOs, Alaska, Hawaii, Puerto Rico, US extended territories and all international orders. Orders shipping to those areas, please calculate/estimate 35% for shipping (we will prepay and add the actual cost to your invoice).

Items where a appears in the description:

- Are not eligible for free shipping unless specifically stated
- Can ship direct from our manufacturer. Shipping charges vary and product may bill and ship separately.
- Cannot always ship outside the 48 contiguous states due to weight, size and other possible restrictions. Please call Customer Service for more information.
- Items with a ship by truck for FREE directly from our manufacturer, no additional shipping charges are added for these items. These items cannot always ship outside the 48 contiguous states.

Please be advised that for truck orders/shipments, it is the recipient's responsibility to off-load the goods from the tailgate of the truck. If you do not have a receiving dock and/or you need additional services such as Liftgate and/or Inside Delivery, please notify our Customer Service department when placing your order. Additional fees may apply and S&S® will prepay and add these charges to your invoice.

### Need It In A Hurry? Check out our Options

For an extra fee, we have Next Day, 2 Day or 3 Day service available. Call in your order **by noon** (Eastern Standard Time) and we'll have your in-stock merchandise out the door by the end of the business day. Ask your Sales Associate for details and estimated costs. Expedited orders placed online before 11am EST will ship same business day.

### Returning Items

Check your order as soon as it arrives for proper content and inform us of any issues or discrepancies within 30 days. To return a product, contact Customer Service 1-800-243-9232 or [service@ssww.com](mailto:service@ssww.com) to obtain a RETURN AUTHORIZATION number (RA). Returns without a prior authorization may not be processed. All returns must be in original, resellable, factory sealed condition. Please include the packing slip to ensure your account is credited properly. For shipments, please contact Customer Service for return instructions.

### Pricing

- S&S® strives to maintain our low prices but in the event of unforeseen material costs and/or tariff increases, we reserve the right to adjust prices accordingly.
- All discounts based on contract pricing and/or offer codes will be calculated and deducted from the LIST price. There will not be any additional discounts (contract or offer code) applied to SALE items or quantity price break items.

**Lowest Price Guarantee:** If your order is a lower total price using the current catalog of a supplier, order it from S&S® and we'll not only match that price but discount it another 10%! When you order, supply a copy of the catalog page(s) indicating the supplier, or if ordering by phone, the name of the catalog and page numbers with the prices. This guarantee does not apply to wholesale or bid/quote-discounted orders, clearance, liquidation, "while supplies last" or limited-time sales, Internet-only, bonus, mail-in rebate or free offers, or typographical errors. Exclusions apply.

### Offer Codes/Promotions

Stated minimum order amounts do not include taxes or shipping and handling. May not be combined with any other offer, bid or contract pricing. You must enter the offer code when prompted at checkout if ordering at [ssww.com](http://ssww.com) or mention the offer code when ordering by phone, fax or mail. Order must be placed by midnight of the stated expiration date. Offers do not apply to previously submitted orders. Limit one per customer, unless stated otherwise. May not be transferred. Freight promotions apply only to standard ground shipping. **Product exclusions may apply.** There are no additional discounts on SALE prices, clearance prices, quantity price breaks and/or mix & match pricing. All offer code/agreement discounts are calculated and deducted from the LIST price. Therefore, in some cases, sale or quantity break pricing may be lower than your contract or offer code price. Other terms and conditions may apply. We reserve the right to change promotional offer terms and conditions at any time.

### Terms

**Terms of Sale – Net 30 Days:** All invoices are net 30 and payable within 30 days (on open approved accounts in good standings) from the date of invoice. S&S® Worldwide reserves the right to cancel, withhold or decline orders. Past due balances may be charged interest. Customers will be responsible for payment of all collection fees incurred by the company in collections of past due balances. No COD orders. Please remit payment to PO Box 845825; Boston MA 02284-5825

**New Accounts/First-time Orders:** Purchase Orders: Credit terms are automatically granted to Local, State and Federal Government Institutions, (Public Schools, State/City Hospitals, Municipalities, etc) ordering on a Signed and Approved Official Purchase Order. Terms are Net 30 days.

**Other Organizations/Businesses:** Orders cannot be placed on open account until an S&S® Credit Application is submitted and approved. To establish credit terms, please download and submit an S&S® Worldwide Credit Application. Once approved by S&S®, you'll be able to order against your account with net 30 terms. **Credit applications are available to download at [www.ssww.com/help](http://www.ssww.com/help).**

**Prepayment:** Prepayment is required on all orders without an open established net 30 day account. We accept Mastercard, Visa, Discover and American Express, Checks or Money Orders in US Funds Drawn on US Banks. No open accounts for Retail customers.

### Taxes

We collect the sales tax in CA, CT, NJ, NY and WI. Only sales tax-exempt organizations that pay the purchase from their own funds qualify for sales tax exemptions. **We must have a copy of your sales tax exemption certificate with your first order.** Fax it to: 1-800-566-6678 or mail it to PO Box 516, Colchester, CT 06415.

### Mailing Lists

For a change of address, or if you would like to limit your catalog mailings to 1, 2, 4 or 6 times per year, or to be removed from our mailing list, please send a copy of your catalog address label with your preferences via email ([service@ssww.com](mailto:service@ssww.com)), fax (800-566-6678) or mail to: S&S Worldwide Mail List Department, PO Box 513 Colchester, CT 06415.

For most current and up to date terms and conditions, please visit [ssww.com/help](http://ssww.com/help).