

Ordering Information

Please give the catalog number and description of each item on your order. Indicate clearly both billing and shipping address.

Guarantee

Carolina Biological unconditionally guarantees all of its products. All materials are sold with a 30-day evaluation privilege. If for any reason you are not satisfied, return your purchase in original (resaleable) condition for credit, refund, or exchange (see "Returning Merchandise").

Terms

Our terms to all *recognized educational and medical institutions and full-time teachers* are 30 days net from date of invoice. Others please enclose check or money order, or use MasterCard, Visa, or American Express. The minimum *cash or credit card order* is \$15 for materials. Contact our Accounting Office for information on establishing a new account.

Prices

All prices, unless otherwise specified, are f.o.b. shipping point and are subject to change without notice. Transportation, containers, and packing materials are billed at cost. Quantity prices are figured on the basis of one shipment to a single destination at one time. Quantities ordered will be prorated and billed at the prevailing unit price or the next higher quantity price, whichever is lower. Orders will be invoiced at prices prevailing at time of shipment. Payment must be made in U.S. currency.

Cultures

Customers within 200 miles of our laboratories will receive cultures via Priority Mail. Customers more than 200 miles from our laboratories will receive cultures via Air Mail. Postage and special delivery charges are not included in our catalog prices. **The expected use date should be stated and sufficient time allowed for proper handling. If no delivery date is given, shipment will be made at once.**

Returning Merchandise

If you need to return materials for exchange or credit, notify our Customer Service Department as soon as possible. Please do not return any material without instructions from Customer Service. Include *your* order number and *our* order number on all correspondence.

Transportation

Small packages are shipped via UPS and parcel post; larger, heavier packages are sent by motor freight. Customer's preference is followed whenever possible. If no preference is stated, we will use our best judgement.

Missing Merchandise

Items received should be checked against the enclosed packing list. Report missing items within 7 days to our Customer Service Department.

Shipping Damage

Stop unpacking if damaged merchandise is discovered. Save the carton, packing material, and broken pieces. If shipment was by UPS or parcel post, notify our Customer Service Department and we will give you instructions for return and/or replacement. If shipment was by freight, call the freight company and request an inspection. Forward a copy of the inspection report to Customer Service, and we will contact you immediately concerning a replacement. Do not return damaged items unless we send you instructions.

Powell Laboratories Division

Our Powell Laboratories Division, located in Gladstone, Oregon, is prepared to serve our western customers. Order direct by phone—Call Toll Free 800 547-1733. Oregon customers call collect 503 656-1641.