



# CWPA



**COMPUTER WHOLESALE PRODUCTS OF AMERICA INC.**

## CONTRACT INFORMATION, TERMS & CONDITIONS

Computer Wholesale Products of America, Inc. submits the following to Solicitation Number 3FNJ-C1-00-0001-B under FSC Group 36, Class 3610, "The Office, Imaging and Document Solutions":

### BASIC CONTRACT INFORMATION

**GSA Schedule Number:** GS-25F-0077M

**Contract Period:** DOA – 12/30/2011

**Special Item Numbers Awarded:**

- 51-100 "Copiers"
- 51-101-2 "Consumable Supplies for Copiers, Computer Printers & Fax Machines"

**Minimum Order Acceptable:** \$100.00 (in order for free freight – see "Delivery Terms" below for more details). Orders under \$100.00 will be accepted but customer will pay associated freight charges.

**Maximum Order Acceptable:** \$350,000.00

**FEI:** 76-0117714

**DUNS:** 13-228-5586

**CAGE:** ONAF8

### DISCOUNTS & PAYMENT TERMS

**Acceptable Forms of Payment:** We accept purchase orders, EFT (such as WAWF and other authorized government payment sites) and government-issued credit cards (VISA and MasterCard).

**Quantity Volume Discount:** 1% discount on orders from \$1K-\$3,999; 2% discount on orders of \$4K or more.

**Standard Payment Terms:** On purchase orders, terms are Net-30 from our invoice date.

**Prompt Payment Terms:** 2% - 20 days (on non-credit card orders). No prompt-pay discounts apply on credit card orders.

### DELIVERY TERMS

**FOB Point:** FOB Destination for 48 contiguous states and the District of Columbia. FOB Origin for any order requiring shipment via US Postal Service, regardless of order amount (such as to FPO/APO addresses, Hawaii, Alaska, Puerto Rico, Guam or other US territories outside of the contiguous 48 states). Any necessary import/export duties, taxes or insurance will also be added.

**FOB Destination Details:** Orders over the \$100.00 minimum will ship FOB Destination (CONUS only) provided they ship via UPS or FedEx ground services. However, our FOB Destination policy does not apply to orders that include heavier shipments of paper, large equipment, etc., or to shipments that have specific size, weight, or box dimension limitations. In these cases, freight will be prepaid and added at the customer's expense.

**Time of Delivery and Expedited Shipments:** Orders placed by noon, and in stock, will generally be shipped the same day. Items not in stock on the order date will be delivered within seven (7) working days ARO in the 48 contiguous states and the District of Columbia. Shipments via US Postal Service may take longer. All items are available for expedited delivery at the cost of the customer, and based upon stock availability. Contact us for estimated rates on overnight and 2-day deliveries.

**P.O. BOX 11309 SPRING, TX 77391-1309**

*Tel: (800) 421-0315 or (281) 251-9814 Fax: (281) 251-1394 Email: [marketing@cwpa.com](mailto:marketing@cwpa.com) Internet: [www.cwpa.com](http://www.cwpa.com)*



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## **WARRANTY & RETURN POLICY:**

**Warranty/Product Guarantee:** Computer Wholesale Products of America, Inc. takes pride in our quality and we offer a standard commercial warranty. If you are not totally satisfied with our products please bring the problem to our attention within thirty (30) days for replacement or credit. We will not be liable, in any event, for consequential damages arising from negligence, misuse, improper storage, or otherwise. All toner and ink jet cartridges are warranted for the life of the cartridge.

### **Returns Policy:**

- Please contact our customer service department to initiate a return (have the following information available: purchase order number, order date, product description, and quantity). In most instances a return shipping label will be provided to the customer for the return of product. Returned products need to be well packaged in original boxing and then packed into a shipping box to minimize further damage.
- Replacements or credits for defective products will be sent to the customer once the defective product has been received and analyzed by CWPA. A credit will be issued for products returned within six months from the invoice date, and which are under warranty. **No credit will be issued past six months for any reason.**
- Returns made for customer convenience due to mis-ordering or other reasons will be assessed a 20% restocking fee, and all appropriate freight costs for pickup and return of the product will be deducted from the pending credit. We are unable to provide credit or replacement product for any items that have been thrown away or are not returnable.

## **MISCELLANEOUS INFORMATION:**

**Sales Tax:** No sales tax will be added to any tax-exempt customers.

**Industrial Funding Fee:** GSA pricing includes the mandatory IFF.

**Central Contractor Registration:** We are currently active in the CCR and our registration is valid until 08/08/2012.

**ORCA Representations:** Our ORCA certification is current and valid until 09/23/2012.

## **CONTACT & REMITTANCE INFORMATION:**

### **Contractor Contact Information:**

Michelle Kalkhoff

Phone: 800-421-0315 or 281-251-9814      Fax: 866-499-5921 or 281-251-1394

Email: [marketing@cwpa.com](mailto:marketing@cwpa.com)      Web: [www.cwpa.com](http://www.cwpa.com)

### **Ordering/Payment/Correspondence Address:**

Computer Wholesale Products of America, Inc.

PO Box 11309

Spring, TX 77391-1309

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