

TriContinent Order Policy

Purchase Orders Work will begin on all orders after a purchase order is received and acknowledged by TriContinent. Purchase orders are accepted for a period not to exceed 12-months from the date of initial shipment and are subject to the TriContinent Cancellation Policy.

Lead Times

Retail Products
Five days or less after acceptance of the Purchase Order, when stock is available. Six weeks when stock is NOT available.

OEM Products
Eight weeks after the product is released for production and Purchase Order is acknowledged by TriContinent, unless otherwise negotiated.

Cancellation Policy

Retail Products
25% cancellation fee

OEM Products

1. Minimum cancellation fee 10%.
2. 25% cancellation fee if cancelled 4 to 6 weeks before scheduled ship date.
3. 50% cancellation fee if cancelled 2 to 3 weeks before scheduled ship date.
4. 100% cancellation fee if cancelled less than 2 weeks before scheduled ship date.

Order Rescheduling

Retail Products

1. **Reschedule In:** If stock is available the request will be accommodated, however if item is on backorder an expedite fee may be required to move order in. TriContinent will notify customer of fee and seek approval before rescheduling shipment in.
2. **Reschedule Out:** Delayed Shipments will not be accepted. Order will be cancelled and a 25% restocking fee will apply.

OEM Products

1. **Reschedule In:** If stock is not available an expedite fee may be required. TriContinent will notify customer of fee and seek approval before rescheduling shipment in.
2. **Reschedule Out:** Once an order has been acknowledged by TriContinent, a rescheduling request will be accepted at the discretion of TriContinent and may be subject to a minimum 10% fee.
