

**rebelFIN SALES OFFICE CONTACT INFORMATION:** Office  
Hours: 7:30AM to 4:30PM - Monday through Friday  
Address: 4930 Battlefield Dr, Omaha, NE 68152  
Phone Number: (800) 228-9502 or (402) 453-7500  
Fax: (402) 571-6739  
Email: [ORDERS@PLASTILITE.COM](mailto:ORDERS@PLASTILITE.COM)



**ORDERING INSTRUCTIONS:**

- All orders must be submitted via PO or email to [ORDERS@PLASTILITE.COM](mailto:ORDERS@PLASTILITE.COM). Information must include account name, ship to address, rebelFIN item #, item description, quantity ordered and price.
- Terminal minimum order is \$1000 per order and per location in order to receive FREE shipping. Any order less than \$1000 will have shipping charges added on. rebelFIN will not accept any terminal replenishment orders less than \$100.
- Foam minimum order is 2 pallets (approximately \$1200) per order and per location to receive the pricing on the price book provided. There are no exceptions to this. All foam orders are priced as FOB Destination based on location and how product is shipped (LTL/STL/FTL/CPU). Special request for anything less than 2 pallets will be assessed a handling fee. Foam includes all foam products, pool noodles and cricket cages.
- Terminal and foam products CAN NOT be combined to meet the minimum order requirements.
- Items must be ordered by the minimum order quantity. Items not meeting minimum order quantity will be rounded up and invoiced accordingly.
- Each order will receive an Order Acknowledgment (OA). Changes to the order can be emailed or called in. Orders will not be shipped until final approval of the OA has been received via email.
- If there is a discrepancy between the PO and the OA, rebelFIN requires an updated PO which reflects changes.
- rebelFIN will does not allow for back orders. Any item(s) that is not available will be noted on the OA email along with an estimate of when the item(s) will be available
- Electronic Data Interchange (EDI) is available.

**DISTRIBUTOR POLICY:**

- rebelFIN products are sold through established channels. Distributors are required to maintain an adequate stock of rebelFIN products.
- Distributors are required to stock multiple categories and promote our full line of products to qualify for pricing discounts.

**PAYMENTS:**

- Standard account terms are Net 30 days, with approved credit.
- rebelFIN accepts Mastercard, Visa and AMEX.
- Seasonal dating is not offered.
- No discounts or deductions are allowed without prior written approval from rebelFIN management.
- Payments terms are effective from the invoice date and payment needs to be made on time in order to take any term discounts.
- Any allowances should not be deducted from an existing invoice. A credit memo will be issued by rebelFIN.
- Any past due invoices are subject to a late fee and interest.

**SHIPPING:**

- rebelFIN ships anywhere within the 48 state continental US.
- A Handling Fee may be added for any of the following reasons:
  - Replenishment orders for full or shared truck load.
  - Special request for anything less than 2 pallets.
  - Extra stop due to Shared Truck Load shipment.
  - Failure to fill the minimum 50% Cu Ft on a Share Truck Load shipment.
  - Shipments requiring Lift Gate, Limited Access, Pup Truck, Etc.
  - Orders that require product to be shipped on pallets.
- All shipments are routed and shipped via established rebelFIN preferred carriers.
- rebelFIN reserves the right to pass on increased shipping cost due to unforeseen circumstances with the transport company. rebelFIN will make every attempt in requesting better pricing from the broker, but at times there is inflated shipping cost due to things such as weather, shortage of drivers, etc. If this is the case, rebelFIN will contact you to give you different options.
- Customers requesting a specific carrier will need to communicate such information on the PO or in writing, prior to approving the OA.
- Customers always have the option of providing their own shipping carrier.
- Most terminal shipments will be scheduled to ship within 4 days after the OA has been approved.
- rebelFIN will use their discretion for shipping foam STL and FTL due to availability of product, matched partner for STL and other shipping related issues (weather, temporary inflated shipping cost, carrier availability, etc.) rebelFIN will communicate an estimated ship date on the OA email.

**RETURNS:**

- rebelFIN Customer Service must be notified prior to any merchandise return. A Return Authorization number (RA#) must be issued prior to shipment.
- Return shipments without an RA# on file will be refused and returned to shipper.
- When requesting an RA# all merchandise should be itemized and identify a specific PO/Invoice and Date.
- Special order or custom merchandise cannot be returned.
- All returns are subject to a 20% restocking fee.

**DAMAGE/SHORTAGE CLAIMS:**

- Customer is responsible for noting any damage to the shipment on the delivery receipt when delivery is made by the carrier.
- Pictures must accompany any claim filed with rebelFIN.
- Customer shall cooperate with rebelFIN in filing any transportation claims for damage product or the loss of a shipment to the extent deemed necessary to facilitate a settlement with the carrier.
- All claims to be communicated within 15 days of receipt. Requests for credit after 15 days are subject to additional fees.