Terms & Conditions

Payment Terms
For Credit Card Purchases - Charges will be applied to the submitted Credit Card or PayPal account at the time of order. For accounts with authorized credit status – terms are **Net 30 Days**

Minimum Order Requirements
In general, there is no minimum order. However, for credit card purchases, there is a $25.00 minimum charge required.

Freight Terms
All shipments are made F.O.B. Berlin, CT
UPS Ground freight will be used, unless otherwise specified on the order
There is no extra charge for drop shipments
Freight charges will invoiced on backorders

Returns
Standard items can be returned for credit within 30 days of original invoice date. Please e-mail customer.service@supermill.com for a Returned Goods Authorization # (RGA #).
Tools must be in new condition and in their original tubes. Tools must not have any additional information written on the tool, tube, or label.
Tools should be sent to our headquarters in Berlin, CT, F.O.B. shipping point
Upon inspection, a credit will be processed and will include a 20% restocking charge.

Test Tools
Requests for test tools are welcomed and encouraged. Requests must be submitted online (url to contact form) or by e-mail sales@supermill.com.
Tools will be shipped and invoiced against a normal purchase order and the customer will have 60 days to return the used tool and test report for full credit