



Terms and Conditions of Sale

Return Policy

All requests for returns to MDI must be tagged by MDI Salesperson within 60 days of invoice. All requests for return must be authorized by the credit department. If an item is returned due to MDI or manufacturer error, we will credit the item in full. If items are being returned for reasons other than MDI or manufacturer error, a 20% restock charge will be assessed against the credit of that item. All returnable items must be returned in original packaging and be in saleable condition. All set-up materials (i.e.: prehung door units or window units) are non-returnable. All non-stock/special order items are non-returnable. All returns must be tagged by a MDI salesperson. MDI drivers will not accept materials without Return Material Authorization tags or prior office approval. MDI cannot be held responsible for product returned without a Return Material Authorization.

Labor Charges

MDI will assist in commitments set forth by manufacturer warranties. All labor charges for replacement, refinishing, transportation, handling, etc., are not covered by manufacturer warranties. With this in mind, any submission of backcharges for replacement of defective component/product supplied by MDI will not be accepted. Furthermore, charges that are submitted for inconveniences created by component/product failure will not be considered.

Lead Times

MDI strives to provide our customers with the most accurate information regarding the status of an order. However, lead times quoted by MDI are dependent upon a number of variables that may be out of MDI control. With this in mind, lead times when quoted are approximations of shipment, not guarantees.

Volume Discounts

Orders that present significant volume of a specific product may qualify for volume discounting. All requests for volume discounting will require prior approval and assistance of your MDI Sales Representative.

Credit Policy

Our terms are 1% 10th & 25th/Net 30 days and are clearly printed on each invoice. Cash discount terms are a privilege, not a right, and will be strictly adhered to. A late payment fee of 1 1/2% per month (18% per year) will be added to all balances in excess of 30 days.