

## Important Reminder Regarding Special Order Processing

Here at Minipack America, we make it a priority to fill orders as they are received and ship them out efficiently. To do this we stock parts that are frequently purchased.

However, some parts are not stocked due to the age of the machine or because they are parts not commonly replaced. The orders for parts like these are handled differently than common parts and require a special order be placed with the vendor. The following information will apply to parts that are considered a special order.

Please note that **special orders cannot be cancelled once placed**. After we receive a P.O. for a special order we submit the order to the factory. At that point, the order is final and we will ship the part(s) when the order arrives.

**If you do not have credit with minipack we require full payment at the time a special order is placed.** Your order will **not** be finalized **or** submitted until payment is received.

Please keep in mind that **payment for special orders is 100% non-refundable**. If you order a special part but change your mind later or realize you ordered something by mistake, be advised that a refund will not be issued.

Finally, special order items **cannot be returned for credit**. To summarize, all special orders are final sales.

We appreciate your taking the time to review this information and look forward to working quickly and efficiently to fill every order we receive in the future.

- The Minipack America Inc. Team -