

# TERMS AND CONDITIONS OF SALE



**PRICING POLICY** – All prices quoted or printed are F.O.B. factory and are subject to change without notice. Unless otherwise stated, pricing does not include freight, special packaging, crating, applicable sales, excise or other taxes.

**BILLING** – Prior credit approval and non-delinquent status are necessary for shipping on an open account. Credit terms for an open account are Net 30 days from date of invoice. All past due accounts are subject to a 1½% per month service charge as well as any fees for collections.

**CREDIT POLICY** – An open account may be established by filling out a credit application, or by submitting three trade references, a bank reference and names of company officers. Our credit department will then determine open account status. We will ship all orders C.O.D. or prepaid until credit information is approved.

**FOREIGN PAYMENTS** – All payments shall be made in U.S. dollars and drawn on U.S. banks, or prepayment can be arranged by wire transfer.

**FREIGHT POLICY** – All shipments will be made via United Parcel Service or common carrier unless specified at time of order. Freight will be prepaid unless customer status is C.O.D. or otherwise requested. Customers specifying special freight carriers must provide freight carrier's name, city, state, and phone number. All special freight requests may be subject to freight collect or 3<sup>rd</sup> party billing. We do not assume liability for freight charges on special freight carrier requests.

**SHORTAGES/DAMAGED GOODS** – It is the consignee's responsibility to file a freight claim with the carrier within 5 days after receipt of damaged or short shipments. We do not assume responsibility for freight mishandling but will assist in any way necessary to arrange an equitable freight settlement with the carrier. Freight claims are up to the carrier and beyond our control.

**NON-STANDARD/CUSTOM ITEM ORDERS** – All non-standard/custom item orders will be submitted, drawn (when requested) or quoted in hard copy for approval. Customer signature, initials or company purchase order are needed for sign off. Once official purchase order is made with no corrections, item(s) is subject to build. Once purchase order is sent, all non-standard/custom item orders are subject to a processing fee of 15% if cancelled. All special-order materials that are non-returnable will be charged to the client that cancelled the custom order.

**RETURN GOODS** – All goods returned for any reason must be accompanied by a Returned Goods Authorization Number and a Product Decontamination Form which may be obtained from the Customer Service Department. We reserve the right to refuse any return that has not been previously authorized for return. All returned goods are subject to our inspection, a minimum 15% restocking charge and must be returned with freight charges prepaid. Special non-stock items that have been returned are subject to the vendors return policies and all applicable freight.

**WARRANTY – General Treatment Products Manufactured Goods** are guaranteed from date of shipment against manufacturing defects in material and workmanship that develop in the service for which they are designed. We will repair or replace a defective part of this system when returned to our factory with freight prepaid; providing that the part is found to be defective upon inspection. We assume no liability for labor and/or other expenses in making repairs or adjustments. Products repaired under warranty are only guaranteed for a period of six months.

**Warranty Period of One Year** - Bromine Feeders, SH Flowmeters and "Moto-G" Valves

**Warranty Period of Two Years** - Glycol Feed Packages, Bypass/Filter Feeders, Separator Systems, Corrosion Coupon Racks, Chemical Mixers, Poly Tanks, Tank Stands and Chemical Feed Systems

**Warranty Period of Five Years** - Separators