

# Wholesale Operating Policy and Procedures

## Product Availability

### Non-scheduled Orders:

**Important: Manufactured to order only; consult factory.**

Wholesale customers who **do not schedule** orders by forecasting in advance with future release dates will be subject to conditions and pricing on a per quote basis. Availability is subject to prior sale and / or Scheduled Order shipments.

- Pricing is subject to change without notice.
- Lead Time: 3 – 5 days typical; may vary subject to prior sale and availability of stock.
- Minimum Billing: \$100.00 per invoice.
- Items Priced: Net each, U.S. dollars.

### Scheduled Orders:

Wholesale customers **who schedule** orders by forecasting in advance with future release dates of 30 days minimum will be provided first available production, conditions, and pricing indicative of total dollars purchased annually. Availability is only subject to prior sale of production scheduled quantities.

- Annual Quantity Purchase: See total dollar values in price columns.
- Lead Time: 2 weeks typical.
- Minimum Billing: \$100.00 per invoice.
- Items Priced: Net each, U.S. dollars.

## Ordering Preference

- Recommended: Fax (972) 247-8674 (Confirmation required before order can be placed.) or E-mail to, orders@hoffmancontrols.com.
- Optional: Mail to: 2463 Merrell Road, Dallas, TX 75229 (**Not Recommended.**)
- Not Available: Phone (ordering by phone can create errors, delays, and misunderstandings.)

## Terms

- Minimum Billing: \$100.00 per invoice.
- Ship To: Only one (1) "ship to" address per purchase order number.
- Terms: – 1%, 10 days from invoice date on product (not freight) net dollars.  
– Net, 30 days from invoice date.
- Credit Hold: No releases made for accounts 45 days outstanding.

## Delivery Categories

- Standard Delivery: Available from inventory or production at typical lead time, subject to prior sale.
- Priority Delivery: Available when inventory and/or materials allow shipping within 24 hours. (Surcharge of \$25.00 applies.)
- Scheduled Delivery: As required by customer with advance release dates (updated monthly).

## Order Information Required

- Full company name, address, phone and fax numbers.
- Purchase Order number.
- Name of person placing the order.
- The current price as authorized by HCC Sales Manager.
- Full shipping address.
- Requested shipping date (not responsible for arrival dates).
- Shipping via UPS, Freight added Pre-Paid.
- Quantity and complete model number of each item required.

## Shipping / Freight / Handling / Insurance

- UPS: Prepaid standard commercial surface delivery method is used unless otherwise stated at time order is placed.
- FedEx pickup & fuel surcharges will be added.
- 2nd Day Air and Next Day Air available upon request.
- Insurance is added to all UPS shipments where order value exceeds \$100.00
- C.O.D.: Charges are added to shipping costs and paid by the consignee.
- Freight charge will include shipping, insurance, and handling fee.
- Motor Freight / Air / Sea, etc. are all collect (pre-paid not available).
- Postal: Not recommended.

## RMA (Return Materials Authorization)

- RMAs: Contact HCC for an RMA number before returning any material. HCC will fax an RMA Form to you which will include instructions and required information.
- Issued RMA numbers are valid for 30 days.
- Shipments received without a clearly identifiable RMA number or invalid RMA number will be returned unopened.
- Shipping: UPS Prepaid. Customer is responsible for all freight to and from HCC for repair or warranty.
- ENSURE RMA number is clearly visible on outside of package and all documentation.
- Ship to: Return Materials Dept., RMA Number XXXX, Hoffman Controls Corporation, 2463 Merrell Road, Dallas, Texas 75229.

## Warranty

### Hoffman Controls Corporation (seller) warrants:

- New Products: For 1 year from installation, or 2 years from date of manufacture, whichever occurs first. (See warranty policy certificate for details.)
- Repaired Products: 90 days from validated installation date.
- Warranty does not cover or include items subject to misuse, neglect, or accident, misapplication, or to products which have been repaired or altered by anyone other than the seller. The manufacturer will not be liable for any direct or indirect or consequential damages arising from use of the product or item it manufactured or sold.

## Nomenclature

- Items are generally arranged numerically as a product group in sequence for your reference.

## Pricing

Manufacturer reserves the right to change pricing without notice. Always confirm your pricing.

Effective: 12/01/2011