

OEM Operating Policy and Procedures

Product Availability

Non-scheduled Orders:

Important: Manufactured to order only; consult factory.

Customers who **do not schedule** orders by forecasting in advance with a future release date of 30 days minimum will be subject to conditions and pricing as outlined. Availability is subject to prior sale and/or Scheduled Order shipments.

- Single Purchase Amount: As required.
- Lead Time: 1 - 2 weeks typical; may vary subject to prior sale. and availability of stock.
- Minimum Billing: \$100.00 per invoice.
- Items Priced: Net each, U.S. dollars. FOB Dallas, TX.

Scheduled Orders:

Important: Items marked "*" designates limited or no quantities or availability. Manufactured to order only; consult factory.

Wholesale customers **who schedule** orders by forecasting in advance with future release dates of 10 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: Total annual dollar values in price columns.
- Lead Time: 2 weeks typical.
- Minimum Billing: \$100.00 per invoice.
- Items Priced: Net each, U.S. dollars. FOB Dallas, TX.

Ordering Preference

- Recommended: Fax (972) 247-8674 (Confirmation required before order can be placed.) • Preferred: email_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, on check issue date.
– Net, 30 days from invoice date, on check 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 48 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, fax, and email address.
- Purchase Order number.
- Name of person placing the order.
- The current price as authorized by Representative or HCC Sales Manager.
- Full shipping address (when required).
- Requested shipping date (not responsible for arrival dates).
- Type or name of carrier, if not UPS.
- 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.
- 2nd Day Air and Next Day Air available upon request.
- Postal: Not recommended.
- Insurance is added to all 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).

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 blocks.
- 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: Send materials 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 as and when required.

Effective: 12/01/2011