



TERMS & CONDITIONS

OPENING AN ACCOUNT

It's easy to establish an open account with us. Give us a call and request a credit application. We also accept these credit cards: MasterCard, VISA, Discover, American Express

When ordering, please be sure to include the following information:

- Purchase order number and name of person authorized to purchase.
- "Ship to" address if different from "bill to"
- Your phone and FAX numbers, including area code.
- Complete catalog description including Price Code Number, quantity, size, etc.
- If it is your policy to issue a confirming order following phone orders, be certain the order is clearly marked as confirming.

* **PHONE:** 847-509-2900 or 800-323-5431

* **FAX:** 847-559-1995

* **E-MAIL:** sales@serfilco.com

* **WEB:** www.serfilco.com

* see inside back cover for INTERNATIONAL locations

ACCOUNTING

If you have questions concerning an invoice, freight charges, credit memo, etc., please call our Accounting Dept.

CUSTOMER SERVICE

If you have a part number and would like to place an order, or if you have placed an order and would like to determine shipping status please request our customer service department.

SALES

If you need help selecting a product or part, or if you need a quotation please request the sales department.

TECHNICAL SERVICE

If you have questions concerning the installation or operation of a product or if you need a return authorization, please contact the Technical Service Department

CERTIFICATION OF DRAWINGS IN CATALOG

Includes 1 to 5 copies U.S. \$75.00

Each additional copy U.S. \$2.00

Certified copies of drawings not in catalog will be quoted upon request.

PLEASE NOTE

Dimensions, flow rates, specifications and other technical information contained herein are offered only as a guide. Consult SERFILCO Sales Dept. regarding the above and also any questionable applications where improved technology may be available at the time of your requirements, but not at the time of this printing.

IMPORTANT

All SERFILCO products are shipped from the UNITED STATES in accordance with Export Administration Regulations. Diversion contrary to U.S. Law is prohibited

Acceptance of orders with contrary terms: Acceptance of buyer's order is conditioned upon buyer's consent to the following terms and conditions, and any inconsistent provisions of any purchase order or other writing shall not constitute a part of the contract of sale. If any of these terms and conditions are not acceptable to Buyer, SERFILCO must be notified promptly.

PAYMENT TERMS

Open account terms of net 30 days after shipment are extended to firms listed and satisfactorily rated by Dun and Bradstreet. Unrated or unlisted firms are requested to submit two major trade references and the name of their bank. Buyer may expedite an order by including payment with the order, while SERFILCO establishes open account status.

NOTE: SERFILCO also accepts MasterCard, VISA, American Express and Discover.

SPECIAL PRICING: SERFILCO also offers special volume discounts and annual contracts. Call for information.

MINIMUM ORDER: U.S. \$50.00

RESTOCKING CHARGE: 25% of invoiced amount for product(s) returned. (See Return Authorization Policy)

SHIPPING DAMAGE OR LOSS

DO NOT RETURN DAMAGED MERCHANDISE TO US.

FILE YOUR CLAIM AS FOLLOWS:

All merchandise is thoroughly inspected and carefully packed before leaving SERFILCO. Ownership and, therefore, risk of loss is transferred to customer when goods are placed on carrier's vehicle. The carrier assumes responsibility for its safe delivery at the time of shipment. Claims for loss or damage to the contents should be made upon the carrier as follows:

CONCEALED LOSS OR DAMAGE means loss or damage, which does not become apparent until the merchandise has been unpacked. The contents may be damaged in transit due to rough handling even though the carton may not show external damage. When the damage is discovered, make a prompt written request for inspection by the carrier's agent. Then file a claim with the carrier since such damage is the carrier's responsibility. By following these instructions carefully, we guarantee our full support of your claims to protect you against loss from concealed damage.

VISIBLE LOSS OR DAMAGE. Any external evidence of loss or damage must be noted on the freight bill or express receipt and signed by the carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the carrier refusing to honor a damage claim. The carrier will supply the form required to file such a claim.

NOTE: To avoid waiving your rights to claim loss or damage after a shipment has been received, we recommend that you write the following statement above the space for your signature on the freight company-receiving document — "SUBJECT TO INSPECTION AND COUNT".

Alternately, when damage is insignificant and can obviously be remedied by replacement of certain components, clarify your position with the carrier and then place your order for the needed components with us to ensure that your needs can be met as quickly as possible. Then submit your invoice to the carrier for the charges.



WARRANTY

SERFILCO warrants products* of its own manufacture will be free from defects in raw materials and manufacture under normal use and service for a period of not more than one year after date of shipment. SERFILCO's obligation under this warranty is limited to repair or replacement of its products which shall be returned to SERFILCO's headquarters, with all transportation and associated charges prepaid, and which examination shall disclose to SERFILCO's satisfaction to have been thus defective at time of shipment, provided that SERFILCO had received immediate written notice upon discovery of such alleged defect and the alleged defective products shall have returned to SERFILCO not later than 30 days after SERFILCO has issued a Return Authorization Number. This warranty shall not apply to any of the products which shall have been used other than for their intended use, nor to any of the products, the composition of which shall have been changed in any way, nor to any of the products which have been subject to adverse storage conditions, misuse, negligence or accident.

SERFILCO shall not be held liable for damage or delays caused by defective raw materials and manufacture, nor shall SERFILCO be liable for consequential damages in cases of failure to meet the conditions of warranty. The full liability of SERFILCO under this clause is the repair or replacement of defective parts, at its discretion.

The customer is responsible for the proper installation and operation of the equipment. A factory representative is available at

startup at cost of travel expenses plus charge per diem. Consult Sales Dept.

* Products such as filter cartridges do not normally last one year and may require frequent replacement. In addition, certain components such as mechanical seals, springs, "O"-rings, hose, ceramic liners, impeller magnet assemblies, diaphragms, etc. may be subject to wear and, therefore, wear should not be construed as evidence of the existence of a defect, and as such will not be honored in a warranty claim, nor should it be inferred that items such as these will last a year without occasional, or even frequent, replacement depending upon the severity of the application. Items not of SERFILCO's manufacture, such as motors, carry similar warranties by the manufacturer, and can often be serviced through local authorized repair center or handled through our office.

This express warranty is given in lieu of all other warranties. All other warranties and, specifically, the implied warranties of merchantability and fitness for particular purposes, are excluded. No person, agent or representative of SERFILCO is authorized to give any other warranties on SERFILCO's behalf or to assume for it any other liability in connection with any of the products.

WARNING — Any modification, alteration or other changes to SERFILCO's products will void any warranty and could cause damage or injury to the user of the products.

RETURN AUTHORIZATION POLICY

TERMS

No equipment may be returned for credit without first receiving permission to do so. All requests shall be addressed to the company from whom purchase originally made or our factory if purchase was made direct from **SERFILCO**. A minimum 25% restocking charge is made on our current designs within warranty period, to cover inspection, testing, handling and accounting expenses. We will not accept return of customer's surplus inventory. Non-standard equipment or other than current designs, or parts thereof, may not be returned for credit.

1. All materials must be shipped within 30 days.
2. All materials must be new and unused.
3. Material must be shipped prepaid.
4. **SERFILCO** will pay the freight on any items we ship incorrectly.
5. Credit will be issued with a restocking fee.
6. Merchandise received in damaged or used condition is subject to renegotiations of terms.
7. Any deviation from above terms & Conditions makes this Authorization null and void, and subject to renegotiations.

USER RESPONSIBILITY

It is assumed that the users of **SERFILCO** products are in compliance with all aspects of legislation dealing with hazardous substances. To that end, the procedures for the legal transportation and disposal of such substances are the sole responsibility and liability of the user. Prior to any return of used merchandise the user shall:

1. Contact **SERFILCO** to obtain a Return Authorization number and specific shipping instructions. Number valid for 60 days.
2. **Thoroughly cleanse the merchandise to be returned so that no detectable residue of any substances remains on any surface.** We will not dispose of any chemicals or contaminated parts at the factory.
3. Prepare a legal shipping container suitable for the return of this merchandise to **SERFILCO**. The shipping container must have the Return Authorization number clearly and legibly imprinted above the shipping label.
4. The user is responsible for shipping the merchandise to **SERFILCO** and for the freight charges in both directions.
5. On valid warranty claim items, **SERFILCO** will prepay the return

freight back to the customer.

6. **PLEASE NOTE:** In the presence of the delivering carrier, **SERFILCO** personnel will open and inspect all returned merchandise, and will refuse and return to shipper all merchandise not meeting these conditions.
7. Assume responsibility for the final disposition of any used merchandise or otherwise reusable product, or the legal disposal of a defective or otherwise unusable product.

RETURN GOODS AND REPAIR POLICIES

1. Our Service Department will provide a report by Fax or E-mail of our inspection and any cost to repair estimates within 10 working days after we receive the product.
2. Our inspection fee on non-warranty claims is \$75 net per returned item. This charge is waived if **SERFILCO** is authorized to complete the repair or replace the item.
3. We will repair and return any item within 10 working days of receiving the customer's authorization or our determination of warranty.
4. If we do not receive authorization to repair within 30 days, the product in question will be returned freight collect.
5. Used filter media, carbon or ion-exchange resins may not be returned to **SERFILCO** and will be refused.
6. Samples for test will not be accepted. **SERFILCO** offers rental and test equipment for field testing, subject to the above conditions.
7. **PLEASE NOTE:** We will not ship replacement parts or pumps out "No Charge" as exchange items. We will ship these items only after we receive a Purchase Order for the new item. Our warranty explicitly gives **SERFILCO** the option to repair or replace. If we later determine that we should replace the warranty claimed product that has been sent to us, we will issue full credit against the new Purchase Order. However, if we determine that a minor repair will fix the original product satisfactorily, it will be repaired and returned to the customer. **In this instance, we will expect payment for the second Purchase Order.**

In the event that used merchandise is returned to **SERFILCO** without strict compliance to this policy, **SERFILCO** reserves the right to refuse receipt of such products. **SERFILCO** will direct that carrier involved return same to sender in accordance with the above policy and procedure.