

## Policy Information

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1. **PRICES:** Net Prices are shown in the Competitive Cross Ref. and Pricing section of Sparks™ Distributor Binders. You must identify the applicable destination record number if applicable on each PO at time of order. All published prices are subject to change without notice. Discounts will not be applied once an order ships.
2. **MINIMUM ORDER:** *The minimum order is \$50.00 (excluding freight).* Orders are subject to acceptance by Shawndra Products, Inc.. Verbal orders will only be accepted subject to written confirmation. Verbal orders will not be shipped until written confirmation has been received.
3. **PAYMENT TERMS:** Invoices are normally processed on the day of shipment. Terms are 1%-10, Net-30. Credit card payments will not receive early pay discount, no matter the date. *Our computers use the postmarks of your payments to measure aging.* If payment is not received within 30 days, future orders are subject to being held.
4. **SHIPPING:** Shipments are FOB Factory. You must specify shipping instructions specific to each order, at the time of order. If not specified, you will default to UPS Ground PPD ADD. UPS shipments valued over \$100.00 will include prepaid insurance. Only UPS can be PPD ADD. When size or weight requires, we'll use a common carrier, freight collect. All air freight must be billed collect to either your account number or your customer's account.
5. **RETURNS:** All sales are final. In the event a return is the result of unacceptable workmanship, we will either correct the situation or provide a refund. Where the workmanship of the filter is not an issue, we reserve the right to evaluate each return request on an individual basis. Keep in mind that for the most part this is a custom order market. If you are concerned about the possibility of a return, we can advise you of possible restocking charges only at the time of order. We do require that you get an RGA # from us before shipping filters back. Returns must be packaged adequately. You will not be credited for damages on returns.
6. **SHIPMENT INSPECTION:** Prior to acceptance of the shipment, verify the number of items and note any shortages and/or damage on the freight bill BEFORE SIGNING it. Inspect each item right away. If any concealed damages are identified, hold the products and all packing material at your receiving area. Any damaged merchandise must be reported within a 24-hour time period after the delivery. Notify the delivering carrier of any damages and obtain an inspection report within 15 days in order to file a freight claim. MERCHANDISE SHOULD NOT BE RETURNED TO THE ORIGINAL SHIPPER. Be sure to follow these instructions in order to avoid delay or be denied a freight claim. NO CREDIT WILL BE GIVEN FOR DAMAGED FREIGHT.
7. **CANCELLATIONS:** All orders are accepted as FIRM and are subject to charges equivalent to the costs incurred up to the time of cancellation plus markup.
8. **DELIVERY:** We typically ship orders for filter elements in less than 5 days. Complete filters run approx. 2 - 4 weeks. These lead times are estimates, you should anticipate variations.
9. **RECOVERIES:** Sewn end style filter elements can be factory recovered to near original quality for less than the cost of a new filter. In the event you cannot identify the catalog number for a soiled sewn end style element, tell us the ID, OD, OH, and fin count or send it in, (call first) and we'll tell you. MSDS are required for all soiled elements. For on-going projects, we will keep on file at the plant.

10. **CUSTOM:** If you have a continuing requirement for a special filter element, we may be able to fill your needs. Often, we can identify a standard size filter element to fit your needs. We can also specify a new cat# for a filter element sized to meet your requirements. You will always get top quality at reasonable pricing.

11. **WARRANTY:** Shawndra Products Inc. (SPI) warrants its products, unless otherwise noted, to be free from defects in workmanship and materials for a period of eighteen months from the purchase date or twelve months from the date of installation.

Filter element performance widely varies depending upon service conditions, and are not covered under this warranty.

SPI is not responsible for warranty service resulting from accident, misuse, tampering, corrosion, modification or improper installation or operation.

No warranty, expressed or implied, other than as set forth above is made or authorized by SPI.

SPI disclaims any liability for product misuse, improper product selection or misapplication. Any liability or consequential and incidental damage is expressly disclaimed. SPI liability in all events is limited to and shall not exceed the purchase price paid.

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Shawndra Products, Inc.



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