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**JANUARY 1, 2010**

## **Glas-Col General Sales Policy**

### **NEW ACCOUNTS**

With approved credit and valid tax information, new direct accounts will be opened for order amounts of \$100 net or more. Billing terms are Net 30 days. Otherwise, with valid tax information, arrangements may be made for Visa, MasterCard, American Express, advance pay or COD. Invoices are payable in U.S. funds drawn on a U.S. bank.

### **SHIPPING TERMS**

Prices are Ex-Works Terre Haute, Indiana. No drop ship allowed.

### **MINIMUM ORDER**

A \$25.00 service charge will be added to orders totaling less than \$100 net. The minimum order for component parts is \$25.00.

### **METHOD OF SHIPMENT**

Unless specified by the purchaser, all orders will be shipped via the safest and most economical method based on the nature of the merchandise and the size and weight of the package.

### **ORDER CANCELLATION**

Order cancellation charges will be assessed against cancelled orders for special custom-designed and modified standard products. This charge will be a minimum 25% of the quoted item price dependent upon stage of production.

### **INSPECTION/REPAIR SERVICE**

Glas-Col does not support or authorize any repairs outside of the factory. Products returned for repair not covered under warranty will be assessed a \$65.00 incoming inspection fee to cover handling, and evaluation of required repairs. No repairs will be completed without the approval of the customer and a purchase order or credit card number must be supplied. All units requiring calibration will have an additional \$55.00 calibration fee assessed. Return shipping charges will be added to the overall cost of the repair. Resale discounts are not applicable to repair orders. Repairs will not be made to items deemed to be contaminated with potentially hazardous materials. Refer to "Returned Goods" Policy before returning items for inspection or repair.

### **RETURNED GOODS**

Prior approval and a Returned Materials Authorization number must be obtained from Glas-Col before any products may be returned. This number must be included on shipping labels and documents.

A Health and Safety Assurance Sheet must precede all products for return.

Products that have been contaminated with hazardous materials will not be accepted.

## **RESTOCK**

Current models of catalog items returned for credit are subject to Glas-Col's inspection and a restocking charge of 15% of the original purchase price. These items must be returned in "new" condition within 60 days. Items superseded by current models cannot be returned for credit.

Special custom-designed items or catalog items modified for special voltage, wattage, dimensions, etc. will not be accepted for credit. When restock is necessary due to a Glas-Col error in fulfilling an order, full credit will be given immediately upon receipt and inspection of the merchandise in question.

Purchaser should not deduct credit until merchandise is received, inspected and a credit memo issued by Glas-Col.

## **WARRANTY**

Glas-Col warrants products of its manufacture to be free from defects in material and workmanship for one year, unless otherwise stated, and agrees to repair or replace without charge any products found to be defective upon examination at the factory. This Warranty is null and void if a Warranty card has not been returned, the online Warranty registration has not been completed or there is no proof of purchase for your product. With proper care and operation, Glas-Col products will give long and efficient service. Chemical spillage, overheating, overloading, and general misuse will greatly reduce the service life of the product. Glas-Col is not responsible for damage to apparatus due to improper installation or through attempts to operate the apparatus beyond its rated capacity, intentional or otherwise. Normally expendable parts are not covered by this warranty.

Apart from such written statement of warranty, there are no other warranties, expressed, implied or statutory which extend beyond the description of the products on the face hereof.

Glas-Col products are intended for legal and legitimate purposes in commercial laboratory and industrial settings only.

## **SPECIAL MANTLES FOR THE LABORATORY**

Custom designed heating mantles for columns, test tubes, and hundreds of other laboratory apparatus eliminate many problems.

\*Quotations submitted upon request.

## **CHARGES FOR THE INSTALLATION OF HOLES AT BOTTOM CENTER OF HEATING MANTLES**

\*Quotations submitted upon request.

## **CHARGES FOR PILOT LIGHTS, SWITCHES, TM AND STM MANTLES FURNISHED SEALED AND WITH PURGE CONNECTION.**

\*Quotations submitted upon request.

## **TECHNICAL ASSISTANCE**

Technical assistance is available: See below

## **COMMUNICATION**

For your convenience, Glas-Col may be contacted at:

PHONE: (812) 235- 6167

TOLL-FREE: (800)GLASCOL (US only)  
(800) 452-7265

FAX: (812) 234-6975

INTERNET: [www.glascol.com](http://www.glascol.com)

EMAIL: [pinnacle@glascol.com](mailto:pinnacle@glascol.com)

Prices are subject to change without notice.