

PTC INSTRUMENTS/PTC METROLOGY

Limited Warranty, Terms and Conditions, Returned Goods Policy

Limited Liability Warranty: PTC products are covered by a limited liability warranty from defects in material and workmanship for one year from date of purchase. This warranty does not apply if, in the judgment of PTC, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product's instructions, has been modified in any way, or has a defaced or removed serial number. Repair by anyone other than PTC or an approved agent, voids this warranty. The maximum liability of PTC is the product purchase price.

Terms: Net 30 Days: Invoices are due and payable 30 days from date of invoice. Past due accounts are subject to a 1.5% monthly finance charge (18% annual). PTC Instruments accepts Visa MasterCard and American Express. International orders are accepted by prepaid check (American bank), draft or wire transfer.

Normal transaction of business inevitably requires the occasional return of merchandise for exchange or credit. We have designed a returned goods policy that not only expedites returns and exchanges but also allows us to fulfill each customer's particular needs.

- Items incorrectly ordered by the customer will be subject to a 15% restock fee, provided they are returned in new, restockable condition with original packaging. No material will be accepted for return after thirty (30) days from date of shipment.
- The original purchase order number, purchase date, and PTC invoice number must accompany items being returned for credit.
- All stainless steel stem thermometers and stem recording thermometers are made to order. There is not refund or credit for these items when ordered incorrectly.

RETURNS and REPAIRS

Returns: Except as otherwise provided, no material will be accepted for return after 30 days from date of shipment. To return merchandise, you must call PTC toll free at 877-782-2329 for a Return Authorization number. **No returns will be accepted without a Return Authorization number.** Include with your return a copy of your invoice or packing slip. All merchandise must be returned in its original packaging. Any claims for discrepancies in shipment must be made within 7 days of receipt of merchandise. C.O.D. returns will not be accepted. No return of altered, etched, custom, or special order items. Unopened computer software may be returned for credit. Opened software will be replaced only if found to be non-defective.

CERTIFICATION and CALIBRATION

Certification: Please contact our returns department for a Return Authorization number. Include the purchase order, contact person, and return number with the instrument. Certification must be requested prior to sending in your instruments. PTC does not retain as received or as returned data for non-certified instruments. There is no refund or credit for certifications. PTC charges an incoming inspection fee of \$50.00 for all instruments in for calibration, certification and/or repair that require as received measurements for evaluation. This fee is waived if a new unit is ordered at the time of the return.

DAMAGED or LOST SHIPMENT

UPS and Prepaid Truck Shipments: Check your order immediately upon arrival. All damages must be noted on delivery receipt. All damaged containers and merchandise must be kept for inspection. All shortages and damages must be called in within 7 calendar days. Please have ready your invoice number, customer number and weight of package as received (including packing materials and instrument) when calling in a shortage.