

# OEM Pumps Order Policy

## Lead Times

Initial production orders carry a maximum 16 week lead time. Subsequent orders of the same revision have an 8 week lead time. Lead times for revised products will be dependent upon complexity of change.

## Purchase Orders

Production work will begin on your OEM pumps after a purchase order is received and is approved by TriContinent

## Delivery Date

TriContinent will try to accommodate the customer's request to move delivery dates in or out. However, we reserve the right to charge a premium to cover any rescheduling or overtime required.

## Returns

If within 30 days of your *initial* purchase, you are not satisfied for any reason, you may return any "non-wetted," undamaged components for a refund.

On *subsequent* purchases, returns are only accepted for *defective goods*. Products will be deemed to be acceptable by the customer unless TriContinent is notified of specific defects within 30 days of the ship date. A Return Material Authorization (RMA) must be issued by TriContinent before any product may be returned. TriContinent reserves the right to charge a minimum repair charge for complaints that can not be verified by TriContinent.

Rework or modification to any product will be at a negotiated price.

## Payment Terms

Net 30 days in U.S. Dollars (unless otherwise negotiated)

## Shipping Terms

ExWorks Grass Valley, California (unless otherwise negotiated)