

# Standard Pumps Order Policy

## Minimum Order Requirements

Standard Products - None

Modified/Custom Products - Contact your TriContinent representative via e-mail at liquidhandling@tricontinent.com or via phone at 800-937-4738

## Purchase Orders

Work will begin on your custom pumps after a purchase order is received and is approved by TriContinent

## Lead Times

Standard Products - Orders of 5 units or less will ship within two weeks.

Orders of 6 or more units will ship within six weeks.

Modified/Custom Products - Contact your TriContinent representative via e-mail at liquidhandling@tricontinent.com or via phone at 800-937-4738

## 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.

## Cancellation

Standard Products - 25% cancellation fee

Modified/Custom Products - Contact your TriContinent representative via e-mail at liquidhandling@tricontinent.com or via phone at 800-937-4738

## 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)

## Pricing and Delivery

To receive a prompt price and delivery quote for the products described on this website, please use our "Contact Us" form specifying the products(s) you are interested in, or call us at (530)273-8888 or e-mail us at liquidhandling@tricontinent.com