



TOTAL AIR PRODUCTS

7377 DOERR LANE SUITE 200
SCHERTZ, TX 78154

(206) 454 - 7070

sales@totalairproducts.com

STANDARD WARRANTY TERMS AND CONDITIONS

WARRANTY TERM: The standard warranty period is one (1) year from the date of delivery, or one (1) year from the date of commissioning when commissioning is performed by Total Air Products (“Seller”), whichever occurs later. Extended warranty options are available at an additional charge to the customer (“Buyer”) where applicable.

PRICES: Published pricing is subject to change without notice.

Any sales/excise taxes required by law will be added to invoice.

New customers may be subject to a credit check conducted by Dun & Bradstreet. Orders may be held or declined based on the results of the credit check. Acceptance of quote constitutes authorization for Total Air Energy Group, LLC to obtain and review your credit information from Dun & Bradstreet.

PAYMENT: On approved credit, payment terms are as follows:

CREDIT ACCOUNT TERMS: Net 30 days from shipment; amount subject to credit limit. Seller reserves the right to collect progress payments on any project.

PROGRESS PAYMENT TERMS: 30% deposit with order, 60% due when equipment is ready to ship from factory, balance due within 30 days of domestic shipment.

Seller reserves the right to bill 1.5% per month interest charges for all past due invoices over thirty (30) days and modify payment terms for future orders.

Timely payments for projects requiring progress payments are critical for maintaining your account in good standing and for keeping equipment allocated to your project and on schedule. Unless a special agreement is made up-front at time of order, the second progress payment due prior to shipment is subject to a 1.5% per month finance charge commencing when equipment is ready to ship if payment at time of goods readiness is delayed by customer. Nonpayment for progress invoices that are 90 days past due will subject order to restocking fees and or forfeiture of deposit.



TOTAL AIR PRODUCTS

7377 DOERR LANE SUITE 200
SCHERTZ, TX 78154

(206) 454 - 7070

sales@totalairproducts.com

FREIGHT TERMS: All shipments are F.O.B. United States Point of Origin except where otherwise specified. Freight charges are the responsibility of the customer, and all shipping charges will be pre-paid and added to the invoice unless otherwise specified. Freight charges are due per invoice terms and shall carry a handling charge where applicable.

UPON RECEIPT OF GOODS, THE RECEIVING PARTY MUST IMMEDIATELY INSPECT SHIPMENT FOR DAMAGES AND PRODUCT SHORTAGES. BEFORE SIGNING FOR THE SHIPMENT, RECEIVER MUST NOTATE DAMAGES ON THE BILL OF LADING TO BE ELIGIBLE FOR FREIGHT CLAIMS. DAMAGES MUST BE REPORTED TO SELLER IMMEDIATELY WITH ACCOMPANYING PHOTOS.

EMAIL: sales@totalairproducts.com

PHONE: 206-454-7070

CANCELLATION OF ORDER(S): Cancellations for goods ordered that are not regularly stocked items may be subject to payment in full at time of cancellation. Cancellation for any order is subject to payment of expenses incurred at Sellers' discretion.

RESTOCKING AND WARRANTY RETURNS SHALL BE AS FOLLOWS:

RESTOCKING RETURNS: Standard items shipped from US stock may be returned within 30 days of shipment and carry a 25% re-stocking fee. Goods must be returned in new and resalable condition and returned to Seller freight prepaid. All non-standard items specifically sourced to fulfill an order are non-returnable.

To make a return, buyer must contact Seller so that an RMA # can be issued. Credit will be issued upon receipt, inspection, and acceptance of goods, less a 25% restocking fee. Product must be returned within 30 days of RMA # issuance.

WARRANTY RETURNS: Within the warranty period, Seller will repair or replace defective items at its discretion. To return product, buyer must contact seller where an RMA # will be issued. Product must be sent freight prepaid for inspection to Seller. If product is to be repaired or replaced, as covered by warranty, new or repaired product will be returned to the Buyer at Seller's expense.



TOTAL AIR PRODUCTS

7377 DOERR LANE SUITE 200
SCHERTZ, TX 78154

(206) 454 - 7070
sales@totalairproducts.com

If product must be sent to Buyer prior to inspection, a purchase order for replacement product must be issued prior to shipment. Buyer must return defective product, freight prepaid, and the cost of the product will be credited, as long as it is deemed covered by warranty and returned in 30 days from RMA # issuance.

If, after shipment and evaluation, the product is determined not to qualify for warranty coverage, the customer will be responsible for the product cost as well as all inbound and outbound freight charges.

WARRANTY SHIPPING: Items will be shipped using standard ground freight at no cost to customer. If expedited shipping is requested, the total cost of shipment will be billed to the customer.

WARRANTY LABOR: Labor is not included. All labor shall be the responsibility of the Buyer, except in circumstances where the Seller performs the initial installation. Labor coverage is limited solely to work performed by the Seller and does not include reimbursement for labor performed by other trades, including but not limited to electrical, plumbing, and other services.

IN NO EVENT SHALL SELLER BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY TYPE INCLUDING, BUT NOT LIMITED TO: LOSS OF USE OF PRODUCTION FACILITIES OR EQUIPMENT; LOST PROFITS; PROPERTY DAMAGE; EXPENSE INCURRED IN RELIANCE ON SELLER'S PERFORMANCE HEREUNDER; OR LOST PRODUCTION, WHETHER SUFFERED BY BUYER OR ANY THIRD PARTY.