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To Our Customers

Terms and Conditions

Marsh Bellofram Group of Companies is the consolidation of pneumatics, electronics and electrical components for the industrial, process and automation markets. Electro-pneumatic and pneumatic controls, pressure and temperature instruments, digital counters and timers, motor controls and motion control instrumentation make up the main stay of the Companies products. The Groups include Marsh and Marshalltown pressure instruments, Bellofram pneumatic products, Automatic Timing and Controls counters and timers, Diversified Electronics motor protection products, Thermo-Couple Products temperature instruments and our new line of BelGAS oil, gas and industrial products.

Marsh Bellofram is an ISO 9001:2015 firm, we also recognize the importance of quality throughout our entire organization, and constantly strive to deliver value in our product and throughout our whole company.

Remember that orders are accepted via fax or mail:

Sales Fax: 304-387-4417

Mail: Marsh Bellofram, State Route 2, Box 305, Newell, WV 26050

Statement of Warranty

Warranty extends for 18 months from the manufacturing date code to be free of defects in materials and workmanship in normal use. The warranty is limited to repair or replacement of the defective product at the discretion of Bellofram. Products returned for repair under warranty will be guaranteed for the remainder of the warranty period or 90 days which ever is longer. Products returned for repair under non-warranty will be guaranteed for a period of 90 days.

Important Notice

Our Recommendations, if any, for the use of our products are based on tests believed to be reliable. The greatest care is exercised in the selection of raw materials and in our manufacturing operations. However, since the use of this product is beyond the control of the manufacturer, no guarantee or warranty, expressed or implied is made as to such use or effects incidental to such use, handling or possession or results to be obtained, whether in accordance with the directions or claimed so to be. The manufacturer expressly disclaims responsibility therefor. Furthermore, nothing contained herein shall be construed as a recommendation to use any product in conflict with existing laws and/or patents covering any material or use.

Standard Additional Fees

Drop Ship Fee: There is a \$10.00 fee per shipment for products shipped to someone other than the Distributor. The exception to this fee is if the product is late and it is Bellofram's error. Remember we can only ship to one address for each factory order per day. Note – cylinders are exempt from this fee.

Expedite Fee: There is a \$15.00 fee per factory order line item for this service. This applies to any order that must ship within two business days after receipt of the order. It also applies to accelerate delivery of product on existing order, if the product is available. The Distributor can expedite without charge if the product does not have to ship until the third business day after notification. Note–cylinders are exempt from this fee.

Retesting Fee: There is a \$25.00 fee per unit on products returned which successfully test within Quality Control Specifications. For example, if three units came back on an RGA and all three tests within our testing specification there would be a \$25.00 per unit fee imposed, for a total

of \$75.00 for the three units. However, if a unit is returned and does not meet our Quality Control Specifications there will not be a charge for the defective unit. Note: If the product lists for \$50.00 or less, the Retesting Fee will be equal to the repair charge which is less than \$25.00.

Restocking Fee: On rare occasions Bellofram may authorize a credit return, when this occurs there will be a 25% restocking fee imposed. If Bellofram ships a product in error the fee will be waived. It is important that all communication be written and faxed such as order cancellations, additions, corrects, release date changes (the number release change can be limited). If a product ships and you had canceled it there will not be a restocking fee provided there is a written cancellation request on file.

Handling Fee: A \$10.00 handling fee will be imposed on RGA's out of warranty. However, if you decide to pay to have the product repaired this fee would not apply.

Evaluation Fee: For mechanical products, there will be a \$25.00 fee per unit if the product is out of warranty. For electro-mechanical, the fee is \$25.00 to \$75.00 depending on product.

Return Goods Authorization Procedure

Returns can be made for such reasons as defective product, authorized 90-day samples, wrong product shipped, duplicate shipment or warranty repair. Defective product will be confirmed prior to credit being issued.

The following procedure must be adhered to before material can be authorized for return:

1. An RGA number must be issued with all questions answered and information blocks completed. The more information obtained on the RGA will better help Bellofram to correct the problem.
2. The customer is to be notified that the RGA number MUST accompany the package on the outside of the box and on the packing slip.
3. All RGA's are to be shipped to Bellofram freight pre-paid. Freight for duplicate shipments, wrong products and defective product will be issued as credit.
4. All RGA's must be authorized by the Bellofram CS Manager or VP Sales and are valid for only 45 days from issue.

NOTE: All RGA's must have as a minimum the following information before being approved:

- Customer invoice number
- Customer account number
- Customer PO number
- Bellofram system number
- Product catalog number and quantity
- Product description
- Reason for return