

Glas-Col General Sales Policy



JANUARY 1, 2016

NEW ACCOUNTS

With approved credit and valid tax information, new direct accounts will be opened for order amounts of \$100 net or more. Billing terms are Net 30 days. Otherwise, with valid tax information, arrangements may be made for Visa, MasterCard, American Express, Advance Pay or COD. Invoices are payable in U.S. funds drawn on a U.S. bank.

SHIPPING TERMS

Prices are Ex-Works Terre Haute, Indiana. No drop ship allowed.

MINIMUM ORDER

The minimum order for component parts is \$25.00.

METHOD OF SHIPMENT

Unless specified by the purchaser, all orders will be shipped via the safest and most economical method based on the nature of the merchandise and the size and weight of the package.

ORDER CANCELLATION

Order cancellation charges will be assessed against cancelled orders for special custom- designed and modified standard products. This charge will be a **minimum 25% of the quoted item price dependent upon stage of production.**

INSPECTION/REPAIR SERVICE

Glas-Col does not support or authorize any repairs outside of the factory. **Products returned for repair not covered under warranty will be assessed a \$65.00 incoming inspection fee to cover handling, and evaluation of required repairs.** No repairs will be completed without the approval of the customer and a purchase order or credit card number must be supplied. Return shipping charges will be added to the overall cost of the repair. Resale discounts are not applicable to repair orders. Repairs will not be made to items deemed to be contaminated with potentially hazardous materials. Refer to "Returned Goods" Policy before returning items for inspection or repair.

RETURNED GOODS Prior approval and a Returned Materials Authorization number must be obtained from Glas-Col before any products may be returned. This number must be included on shipping labels and documents.

A Health and Safety Assurance Sheet must precede all products for return.

Products that have been contaminated with hazardous materials will not be accepted.

RESTOCK

Current models of catalog items returned for credit are subject to Glas-Col's inspection and a restocking charge of **20%** of the original purchase price. These items must be returned in "new" condition within 60 days. Items superseded by current models cannot be returned for credit. **Slow moving inventory acceptance will be at the discretion of Glas-Col. Special custom-designed items or catalog items modified for special voltage, wattage, dimensions, etc., will not be accepted for credit.** When restock is necessary due to a Glas-Col error in fulfilling an order, full credit will be given immediately upon receipt and inspection of the merchandise in question.



WARRANTY

Glas-Col warrants products of its manufacture to be free from defects in material and workmanship for one year from the date shipped to purchaser, unless a longer warranty period is otherwise provided in writing by Glas-Col, and agrees to repair or replace without charge at its sole option and discretion any products found to be defective by Glas-Col upon examination at the factory. This Warranty is null and void if a Warranty card has not been returned, the online Warranty registration has not been completed or there is no proof of purchase for your product. Lack of Glas-Col's receipt of notification of any such defect within this period shall constitute a waiver of all claims with regard to such product. With proper care and operation, Glas-Col products will give long and efficient service. Chemical spillage, overheating, overloading, and any misuse will greatly reduce the service life of the product and voids the warranty. Glas-Col is not responsible for damage to products due to improper installation or through attempts to operate any product beyond its rated capacity, intentional or otherwise. Normally expendable parts and consumables are not covered by this warranty.

DISCLAIMER: APART FROM SUCH WRITTEN STATEMENT OF WARRANTY, THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY WHICH EXTEND BEYOND THE WARRANTY DESCRIPTION ABOVE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Glas-Col products are intended for legal and legitimate purposes in commercial laboratory and industrial settings only. Glas-Col shall in no event be liable for, and purchaser agrees to indemnify Glas-Col against, all claims related to special, direct, indirect, incidental, consequential, and any other damages arising out of or related to the sale, use, misuse or inability to use the products, including costs and reasonable attorney's fees. Nothing in purchaser's business forms or documents, whether a purchase order or confirmation or any other document, shall add to, remove or otherwise change in any way the scope of Glas-Col's warranty, damages and indemnification terms above.

Consent to Jurisdiction

All transactions shall be deemed to have been made and entered into in Terre Haute, Vigo County, Indiana. Any and all disputes arising directly or indirectly from such transactions shall be resolved in the courts of Vigo County, State of Indiana, to the exclusion of any other court, and any resulting judgment may be enforced by any court having jurisdiction of such action. All transactions shall be governed by and construed in accordance with the laws of the State of Indiana, excluding any choice of law provisions which may result in application of the law of another jurisdiction. The prevailing party shall be entitled to an award of reasonable attorney's fees and costs.

Glas-Col, LLC

711 Hulman Street., P.O. Box 2128

Terre Haute, IN 47802-0128 USA

www.glascol.com



SPECIAL MANTLES FOR THE LABORATORY

Custom designed heating mantles for columns, test tubes, and hundreds of other laboratory apparatus eliminate many problems.

***Quotations submitted upon request.**

Mantles designed with hole add \$125.00

Mantles designed with slit add \$100.00

Mantles designed with hole and slit add \$175.00

Mantles designed with thermocouple add \$75.00 (specify type)

CHARGES FOR PILOT LIGHTS, SWITCHES, TM AND STM MANTLES FURNISHED SEALED AND WITH PURGE CONNECTION.

***Quotations submitted upon request.**

TECHNICAL ASSISTANCE

Technical assistance is available: See below

COMMUNICATION

For your convenience, Glas-Col may be contacted:

PHONE: (812) 235- 6167

**TOLL-FREE: (800) GLASCOL (US only)
(800) 452-7265**

FAX: (812) 234-6975

INTERNET: www.glascol.com

EMAIL: pinnacle@glascol.com

[Prices are subject to change without notice](#)

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