

Terms and Conditions

TERMS AND CONDITIONS:

This Price Book is to serve as a general reference only. Complete Terms and Conditions of sales, returns, and warranty are available through your Thermo Products sales representative or the Customer Service Department in the North Judson, Indiana office.

REGULAR TERMS:

1% 10 Days, Net 30. Customers with approved credit will be extended a 1% discount for payment within 10 days from date of invoice. Net amount due thirty days (30) from the date of invoice.

Customers who have not established credit may have product shipped immediately by credit card (Visa, MasterCard, American Express, or Discover). Credit card sales do not qualify for the 1% discount. All credit card orders must be paid for at the time of order.

1%, 10 DAY PAYMENT DISCOUNT

The 1% payment discount will be allowed provided the payment check is received on or before the 15th day following the invoice date. The extra 5 days recognizes mailing time for the payment to arrive. Please note that the 1% payment discount is not permitted on freight or tax charges.

TAXES

Add any sales tax payable under any effective statute to the quoted price. Dealers providing a state tax exemption number and form will not be billed sales tax.

FREIGHT

Unit shipments are sent freight prepaid with the freight bill back. Dealer orders for 3 or more motor bearing units are freight included in the continental United States. Distributor get free freight on orders of 20+ units and 10+ unit fill in order within 90 days of a 20 unit order in the continental United States. All other orders will be freight collect.

FREIGHT CLAIM PROCEDURE

See "Dealer Receiving and Freight Claim Procedure" explanation sheet.

MINIMUM BILLING POLICY

A \$25 minimum bill will apply on all parts orders except orders for replacements of in-warranty defective items. Replacements for in-warranty defective parts will be billed at the straight dealer price with the notation of full credit upon return of the defective item.

RETURN GOODS POLICY

The Warranty Claim/Returned Goods Authorization Form for all Thermo Pride brand products should be submitted online at www.thermopride.com or Spirit brand products at www.spiritfurnace.com. If you do not have access to the internet, you can call 336-859-4521 and we will fax or mail you a copy of the form to fill out. Following review by the Return Goods Administrator, you will receive a response regarding claim status and instructions for the disposition of the warranty part. An RMA number will be assigned. If return of part is required, return instructions will be provided by the returned goods administrator. (Return of defective parts is required for all first year failures. All Beckett and Riello parts need to be returned through the 5th year.) If instructed to return the part, send to Thermo Products, LLC at 92 West Fourth St., Denton, NC 27239. Each in-warranty item being returned must have a copy of the completed claim form in the box and the RGA number written on the outside of the box.

Return Goods Policy for Compressors and Heat Exchangers: The procedure for Warranty Claim/Returned Goods Authorization differs from the above procedure. Go to www.thermopride.com and click on the Dealer Info tab. Click on the Compressor/Heat Exchanger Warranty Return Form under the Forms section. Print out this form and complete all the information required. Send the completed form to the fax or email address as indicated on the form. You will be contacted by our Tech Service Department. The Returned Goods Administrator will provide you with return instructions if required. Each in-warranty item being returned must have a copy of the completed claim form in the box and the RGA number written on the outside of the box.

Online warranty claim processing is a password protected area. For login information, contact Customer Service at 800-348-5130.