



Policies & Procedures

MISSION

We strive to deliver to our customers, on time, error-free products & services that exceed their expectations for value.

QUOTATIONS

We are happy to provide written quotations for our equipment. We will also include shipping charges upon request.

PLACING AN ORDER

Call or fax our office (8 am - 6 pm, Eastern Standard time) or contact your local representative or distributor. Please include the following information or have it ready when your call:

- Complete billing & shipping address;
- Name and department of end user;
- Telephone number, in case we have questions
- Purchase order number

All equipment is built to your specifications. Our customer service representatives can provide you with estimated delivery dates.

Note: We require an authorized hard copy purchase order; include sales tax exemption certificate where applicable; faxed copies are acceptable.

TERMS

Open accounts are extended to all domestic recognized educational or research institutions, hospital and business. Terms for US customers are net 30 days from the date of shipment. Companies or individuals may call for a credit application, enclose payment with order, or charge with VISA/MasterCard.

Foreign payment should be made in advance by wire transfer of funds to Transonic System's bank account or by confirmed irrevocable letter of credit. All funds shall be paid in US dollars.

Freight, shipping, handling/insurance & taxes* (not included in the price of the equipment) are prepaid and added to the invoice.

**Sales tax will be added to orders from New York State unless a copy of the tax exemption certificate is submitted with the order.*

SERVICE

In the event that your equipment needs to be serviced, please call Transonic Systems for an RMA (return authorization number) and consult the operator's manual for instructions on packing and return shipping. Please complete and return a copy of the Flowmeter/Flowsensor Repair Form found in the back of the manual with the shipment.

LIMITED WARRANTY

Transonic Systems Inc. warrants for a period of three (3) years from date of shipment that a new flowmeter will remain free from defects which are the result of faulty material or workmanship. Transonic Systems Inc. warrants for a period of six months from date of shipment that probes are free from defects which are the result of faulty material or workmanship. Transonic Systems Inc. warranty shall not apply to: a) defects caused by abuse, neglect or misuse; (e.g., cut cable, pulled cable, broken probe body); b) damage due to accident or casualty; or c) unauthorized repairs, alterations

Transonic Systems Inc. will, at no cost to the user, either repair or replace a flowmeter or flowprobe found defective within its warranty period. The Buyer pays shipping charges.

No other warranty is expressed or implied. Transonic Systems Inc. is not liable for incidental or consequential damages.

Warranty is valid only if equipment is purchased through Transonic Systems or its duly appointed distributor or licensed representative.

3-YEAR FREE MAINTENANCE

Transonic Systems Inc. will inspect and recalibrate the flowmeter free of charge for up to three times during the first three years of operation. The Buyer pays shipping all shipping charges.

6-MONTH FULL MONEYBACK GUARANTEE

Transonic Systems Inc. will reimburse the Buyer in full for any flowmeter that is returned within six (6) months of the date of shipment, regardless of the reason for the return. The Buyer pays shipping charges to the Transonic Systems plant. This guarantee is not valid for leased or rented flowmeters.

To Order: Call 607-257-5300 or 800-353-3569; Fax 607-257-7256