



TERMS and CONDITIONS of SALES

TERMS & DELIVERY: Net 30 days on rated accounts, FOB Cambridge, MD 21613
Subject to a late payment charge of 1.5% per month.

PRICES: Prices are subject to change without notice. All prices stated on our price list(s) are in US funds.
Backorders will be shipped at the price in effect on the day of shipment.

RETURN POLICY: It is the company's policy to accept returned merchandise and issue credit subject to the following conditions:

1. There are no refunds or cancellations on goods with special threads.
2. All returns must be approved prior to return and a return merchandise authorization number (RMA) must be obtained and referenced when the goods are received.
3. All returned goods must be current items (less than 1 month) and in resalable condition.
4. A copy of the original invoice must accompany the returned merchandise.
5. A restocking charge of 25% is normally charged.
6. Credit will be issued subject to the restocking charge and inspection.

SHORT OR DAMAGED SHIPMENT: We must be notified in writing within 10 days of shipment for any shortage or damaged goods.

PACKING LIST: Packing list shows quantity ordered, quantity shipped, and quantity on backorder.

CREDIT POLICY: It is the company's policy to extend credit in amounts subject to the merits of the individual credit applications. The company reserves the right to withdraw credit for unsatisfactory payment performance. The company terms of net 30 days are strictly enforced.

MINIMUM ORDER: In order to obtain trade discounts, placed orders must be in excess of \$250.00 net, otherwise list prices will be charged.

FREIGHT: Our terms are FOB Cambridge, MD. All Freight is prepaid & billed.
Premium shipments may be made at the customers' request.

CUSTOMER PICKUP: May be arranged for a customer to pick up their order. We respectfully request 24 hours prior notice. In some cases this may be subject to applicable local sales taxes.

THREAD CHANGES: Standard Threads are:

National Standard (N.S.T. or N.H.)
Straight Iron Pipe (N.P.S.H., I.P.T. or S.I.P.T.)
Tapered Iron Pipe (N.P.T., T.P.T. or T.I.P.T.)

WARRANTY: We warrant POK of North America Inc. ("POK") products for a period of ten (10) years after purchase against defects in materials or workmanship. POK will repair or replace a product that fails to satisfy this warranty. Repair or replacement shall be at the discretion of POK. Products must be promptly returned to POK for warranty service. We will not be responsible for: wear and tear, any improper installation, use, maintenance or storage, negligence of the owner or user, repair or modification after delivery, failure to follow our instructions or recommendations, or other misuse or activity beyond our control. Warrantor reserves the right to change the parts or design of its products from time to time without notice, and with no obligation to maintain spare parts or to make corresponding changes in the products previously manufactured. **WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, OTHER THAN THOSE INCLUDED IN THIS WARRANTY STATEMENT, AND WE DISCLAIM ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.** Further, we will not be responsible for any consequential, incidental or indirect damage (including, but not limited to, any loss of profits) from any cause whatsoever. No person has authority to change this warranty.