

Ordering Information

HOURS:

Monday through Friday

- **Northeast** - 8:00 AM to 4:30 PM
- **Southeast** - 8:00 AM to 4:30 PM
- **Central** - 8:00 AM to 4:30 PM
- **West** - 7:30 AM to 4:00 PM

ORDERING:

- **Phone orders** at 1-866-327-4159 can be placed during regular business hours.
- **On-Line orders** at www.micromatic.com can be placed 24 hours a day 365 days a year.

We make every effort to ship from the Micro Matic warehouse closest to your receiving address, but we make no guarantee every product is stocked in every warehouse.

TERMS:

We accept the following credit cards: Visa, MasterCard, Discover, and American Express. No shipments are sent C.O.D. Net cash on approved accounts. Any invoice past 30 days will delay future shipments. Micro Matic reserves the right to change the prices and specifications of equipment and/or material without notice.

Minimum Billing:

Minimum invoice amount is \$25.00. Orders not reaching the minimum amount are subject to a \$10.00 service charge, which will be added to the invoice.

SHIPPING:

Most shipments are made within 24 hours on business days via UPS. All shipping charges are F.O.B. Machesney Park, IL; Center Valley, PA; Brooksville, FL; Northridge, CA; or factory. Shipping charges will be prepaid and added to invoice.

Some heavy or large items must be shipped via Freight Carrier. Monday to Friday freight carrier delivery is to back of truck and does not include carrying the item into the building, un-packaging, or lift gate service to unload the shipment. If a dock or forklift is not available, lift gate service is available for an additional charge.

Warranty Information

LIMITED PRODUCT WARRANTY:

Micro Matic warrants that its products will be free from defects in material and workmanship, under normal use and regular service, and preventative maintenance for the Warranty Period (defined herein). Unless otherwise specified, the Warranty Period is one year from the date of sale.

Warranty Claims Procedure:

Purchaser shall notify Micro Matic of any defect discovered in the Product during the Warranty Period, and obtain a return authorization number. Purchaser must ship the Product per Micro Matic's instruction. After receipt of the Product, Micro Matic shall, at its option, repair (or authorize the repair of), or replace or refund the purchase price for the Products found by Micro Matic to be defective. Micro Matic's determination of defects is final. Failure by Purchaser to give notice of claims of breach of warranty within the Warranty Period shall be deemed an absolute and unconditional waiver of Purchaser's claim for

such defects. Products repaired or replaced during the Warranty Period shall be covered by the foregoing warranties for the remainder of the original Warranty Period or ninety (90) days from the date of delivery of the repaired or replaced Products, whichever is longer.

ALL REPAIRS MUST BE FIRST AUTHORIZED BY MICRO MATIC PER THE ABOVE PROCEDURE. UNAUTHORIZED REPAIRS WILL NOT BE REIMBURSED BY MICRO MATIC UNDER ANY CIRCUMSTANCES.

Micro Matic is not responsible for parts damaged from factors including, but not limited to any part that has been subject to misuse, neglect, alteration, accident, unauthorized service, abuse, or to any damage caused by transportation. This warranty does not cover items subject to normal wear and tear (gaskets, seals, o-rings, etc.).

Purchaser Responsibility:

Except as expressly provided in this Agreement, Purchaser assumes all other responsibility for any loss, damage, or injury to persons or property arising out of, connected with, or resulting from the use of Products, either alone or in combination with other products or components. In no event will Micro Matic be responsible for incidental, consequential or punitive damages of any kind, including without limitation, claims for loss of beer, loss of gas or loss of sales.

OTHER WARRANTIES DISCLAIMED

These are the sole and exclusive warranties and conditions given by Micro Matic with respect to the products and services and are in lieu of and exclude all other warranties or conditions, express or implied, arising by operation of law or otherwise, including without limitation, warranties of merchantability, fitness for a particular purpose and non-infringement, whether or not the purpose or use has been disclosed to Micro Matic in specifications, drawings or otherwise, and whether or not Micro Matic's products are specifically designed and/or manufactured by Micro Matic for purchaser's use or purpose.

Limitation of Remedy:

Purchaser's sole and exclusive remedy for breach of any warranty or condition under this Article IV shall be limited to the repair, correction or replacement, or refund of the purchase price paid in respect of the defective Products, unless the claim falls under the provisions of Section 6.2, in which case Purchaser may also claim damages in accordance with the terms of Section 6.2.

Return Policy

Authorization is required for any merchandise return. Contact us for a return authorization number; describe the items being returned and the reason. All returned items must be shipped within fifteen (15) days of receipt. Items must be unused and in original condition including the original packaging, documentation, warranty cards, manuals, and accessories. All orders filled correctly are subject to a minimum 20% handling and restocking charge (\$10.00 minimum charge). Customers are responsible for all shipping charges unless the cause for the return is a Micro Matic error. FREIGHT MUST BE PREPAID ON ALL RETURNED PARTS. Insure all returned packages; Micro Matic is not responsible for returned shipments that are lost, pilfered, or damaged.

Non-Returnable Products

Custom made, manufactured to order, or clearance products cannot be returned for credit unless it is a Micro Matic or vendor error.