



## TERMS AND CONDITIONS

1. The following terms supersede all terms previously published.
2. Credit Terms: Net 30 days
3. Remit payment to the address indicated on the invoice.
4. Quotations are valid for 30 days from date of issuance.
5. We are not responsible for delays resulting from circumstances beyond our control, including but not limited to strikes, fires, wars and accidents.
6. All contracts and orders are subject to acceptance at our main office, Santa Fe Springs, California.
7. Delivery of material to a common carrier shall be considered delivery thereof to the Buyer and shall be at the Buyer's risk thereafter. The Buyer shall file any claims for loss or damage to material in transit directly with the carrier.
8. We estimate shipping dates as closely as practical. Under no circumstances are we responsible for failure to meet shipping dates.
9. Claims for corrections or deductions must be made within ten days of receipt of materials. All errors, clerical or otherwise, are subject to correction. Please give full details, including date and SVF invoice number.
10. Order Cancellation requests will be honored subject to the following charges:

### STANDARD PRODUCTS

Defined as: Products in our current printed catalog on our website

- 10% of order total or \$100.00, whichever is greater if order is processed but not shipped or at the SVF shipping dock
- 25% restocking fee or \$100.00, whichever is greater if order is either at the SVF shipping dock or has shipped (See Note 1 below).

### NON-STANDARD PRODUCTS

Defined as: Products not in our standard printed catalog or on our website

Stage 1 – Order in House and entered into SVF order system	\$100.00 fee
Stage 2 – Order in House – Prep Stage – Design- Part Number, etc.	10% of order total**
Stage 3 – Order entered – Sales Order Number Assigned	15% of order total**
Stage 4 – Pick Ticket, production scheduling queue	25% of order total**
Stage 5 – Assembly, tooling, fabrication and testing	50% of order total**
Stage 6 – At the shipping dock	75% of order total**
Stage 7 – Shipped	100% of order total**

\*\*But not less than \$100.00

Note 1 – All returns of shipped products require that the RMA process be followed

SVF maintains the right to waive or modify cancellation charges at its discretion.

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### LIMITATION OF WARRANTY

11. IF A PRODUCT IS DEFECTIVE; THE LIMITATION OF LIABILITY IS TO REPLACE OUR PRODUCTS, PROVIDED THEY ARE USED IN THE SERVICE FOR WHICH THEY ARE RECOMMENDED. THERE ARE NO WARRANTIES, EITHER EXPRESSED OR IMPLIED (INCLUDING ANY WARRANTIES OF MERCHANT ABILITY OR FITNESS FOR A PARTICULAR PURPOSE) IN CONNECTION WITH OUR PRODUCTS EXCEPT AS EXPRESSLY STATED HEREIN. WE WILL NOT PAY FOR CHARGES (OTHER THAN FREIGHT) FOR LABOR, EXPENSES OR DAMAGES OCCASIONED BY DEFECTIVE MATERIAL. WE WILL NOT BE LIABLE, IN ANY CASE, FOR CONSEQUENTIAL OR PUNITIVE DAMAGES. ALL THE ABOVE ARE IN EFFECT FOR ONE YEAR FROM THE DATE OF SHIPMENT FROM SVF FLOW CONTROLS, INC., SANTA FE SPRINGS, CALIFORNIA.
12. No warranty shall be honored for any product, which is modified or changed in any manner after leaving SVF Flow Controls, Inc.
13. Parties desiring to return products must first arrange the return with SVF. We assume no responsibility for products returned without our written authorization. Products made to order or differing from standard products may not be returned except by special arrangement.  
**All returned goods are subject to a 25% restocking fee.**
14. Because of continuous product improvement, we reserve the right to change designs, materials or specifications without notice.
15. Special tests and inspections, and special packing, shall be made only by advance arrangements and shall be charged to the Buyer.
16. Prices shown are F.O.B., Santa Fe Springs, California.
17. All sales, excise or other taxes levied by Federal, State or other Governments are to be paid by the purchaser unless otherwise agreed.

SVF Flow Controls products, when properly selected, are designed to perform safely during their useful life. SVF Flow Controls can provide general guidelines however it cannot provide specific data and warnings for all possible applications. The purchaser/user must therefore assume the ultimate responsibility for the proper sizing and selection, installation, operation, and maintenance of SVF Flow Controls products. The user should read and understand the installation operation maintenance (IOM) instructions included with the product, and train its employees and contractors in the safe use of SVF Flow Controls products in connection with specific application.

### MODIFYING SVF VALVE PRODUCTS

SVF Flow Control products are considered pressure vessels. All production steps, including machining, are under the strict control of our engineering design group and our production department. Machining (including the removal of NPT threads as a conversion to a weld-end valve), welding or any modifications to the pressure containing components not supplied by SVF can result in product failure and represents a serious safety issue. Therefore, any machining of our products outside the control of SVF engineering is strictly prohibited, and voids the product warranty.