

Effective July 6, 2015

Please address all orders to:
MeltPro Inc.
P.O. Box 852
Milton, FL 32572-0852

Phone: 800-366-0568
Fax: 850-623-6355
E-mail: meltpro@meltpro.net

Minimum Order: \$100 is required for distributors. \$50.00 is required for customers.

Freight: All shipments are FOB: Our warehouse Milton, FL, unless otherwise specified. Distributors / customers pay the freight charges. UPS shipments are prepaid and added to invoice. Claims for shortages or damages in shipping must be reported to MeltPro Inc. immediately. MeltPro Inc. will file damages and loss claims with the appropriate carriers. Shipment will be made via routing that provides the lowest possible rate with the best possible service.

Terms: Invoices are due per the terms of each account. If an account reaches 90 days, the account will be placed on credit hold. If a payment problem develops, MeltPro Inc. will convert the account to C.O.D. MeltPro Inc. also reserves the right to employ collection agencies to assist in any bad debt collection.

Returns: All returned goods must have a prior approval from MeltPro Inc. and must have a return authorization number assigned. MeltPro Inc. will not allow a return or exchange of goods after ninety (90) days from date of invoice. All returned goods are subject to a 25% restocking charge. All returns must be a currently offered product and be in new, salable condition. Freight charges must be prepaid.

Warranty: MeltPro Inc. offers the following warranty: Five Years on Tank Heaters, One Year / 2,000 hours of use (whichever occurs first) on Tank & Pumps, One Year / 2,000 hours of use (whichever occurs first) on Temperature Control Boards, Six-Month / 2,000 hours of use (whichever occurs first) on Glue Heads (Hot/Cold) and Modules, and Six Month / 2,000 hours of use (whichever occurs first) on Stationary Hoses, Handguns and Handgun Hoses. MeltPro Inc. warrants that product manufactured by MeltPro Inc. shall be free of defects in material and workmanship, when operated in accordance with MeltPro Inc.'s Operating and Maintenance Procedures. MeltPro Inc.'s liability is limited to the repair or replacement, at MeltPro Inc.'s option, of any product which proves to be defective in material or workmanship during the warranty period as stated above. MeltPro Inc. shall have the right of final determination as to the existence and cause of defect. Warranty does not cover repairs attempted, normal wear and tear, abuse, misuse, improper maintenance, voluntary or involuntary damages, tampering or deterioration, coatings, adhesives or other customer supplied materials, downtime, continued use after partial failure, or product not being used for its intended purpose. This warranty is in lieu of all other warranties, whether written, oral expressed or implied. MeltPro Inc. shall in no way be liable for any losses caused by delays or for any expenses for labor, supplies, machine rental, loss or damages to other property, direct or indirect. All warranty claims must be accompanied with a Return Authorization number issued by MeltPro Inc. Warranty material should be returned to MeltPro Inc. Freight Paid. If the product is deemed warranty, it will be repaired or replaced and sent freight paid to the customer via routing that provides the lowest possible rate with the best possible service. If customer requires UPS Red, MeltPro Inc. will invoice for UPS Red charges. If the product is not covered under MeltPro Inc. warranty, a quotation will be advised to the customer before repairs will be made to the product. If a replacement product needs to be sent before warranty inspection, the replacement product will be invoiced. Credit will be issued if the used product is covered under warranty. Warranty for items repaired or replaced by MeltPro Inc. shall continue for the remainder of the original warranty or for ninety (90) days from shipment of repair or replacement, whichever period is longer. MeltPro Inc. is not in anyway responsible for the customer's machine / line downtime during installation / startup or during any type of MeltPro Inc. failure. This warranty is nontransferable. Warranty card information must be complete and verifiable with the user, for the warranty to be valid. All warranty items are from date of purchase. Returned warranty parts after 6 months will be prorated to replace – no charge to repair.

Pricing: Prices are subject to change without prior notice. No rebates, refunds, or credits will be given for price reductions affecting on-hand inventory.

