

# CUSTOMER INFORMATION

## GENERAL INFORMATION

### Engineering Services

Consult the Sales Engineering Department for other than standard designs. Custom design and detailing can be provided on a time and material basis.

Individual data sheets are available for each standard model. Please request this data by model number from the Sales Engineering Department or Customer Service Department. Technical information may also be downloaded from our website: [www.mccrometer.com](http://www.mccrometer.com).

## PRICES

Suggested list prices are payable in United States dollars. Prices are subject to change without notice. Quotations are subject to final acceptance at the home office, Hemet, California. Sales taxes and tariffs will be added where applicable.

### Order Expediting Fee

Rush orders may be subject to an expediting fee. Check with the Customer Service Department.

### Custom Designs

Delivery of custom designs and specials would be quoted by the Customer Service Department.

## TERMS OF SALE

### Payment Terms

Our standard open account terms are Net 30 Days on approved credit. Additional terms include Cash On Delivery, Cash In Advance or approved credit cards (MasterCard, Visa, American Express).

International sales may also include Sight Draft or Letter of Credit.

All accounts are due and payable in United States currency in accordance with the payment terms.

Refer to invoice for remittance address.

### Delivery Terms

Our standard terms of shipment are freight on board seller's facility, Hemet, CA USA.

Freight charges may be collect to the Recipient or prepaid and added to the invoice.

### Backcharges

McCrometer will not approve or accept returns or backcharges for labor, materials or other costs incurred by the purchaser or others in modifying, adjusting, servicing or repairing the materials furnished by McCrometer unless such return or backcharges are in accordance with the terms of the McCrometer warranty.

### Proprietary Information

All information submitted by McCrometer is furnished for purchaser's consideration only and shall not be used by the purchaser nor disclosed to any third party without written consent of McCrometer.

## ORDERING INFORMATION

### Please Specify When Ordering Flowmeters

Application – including market

Fluid type

Nominal line size\*

Units for indicator

for totalizer

Flow rate – maximum

minimum

Pressure – maximum

minimum

Temperature – maximum

operating

Style and model chosen

### Special Constructions and Options

\* – On open flow and saddle mounted meters, please furnish the inside diameter of the pipe in which the meter will be used. The outside diameter is also necessary on saddle meters (M0200, M0300, MV600, MW600, and M1400).

### Cancellation Or Changes

After acceptance by McCrometer, the purchaser shall not cancel, suspend or delay the order without prior written consent from McCrometer. Charges will be made on delays, changes or additions to the scope of the work. McCrometer reserves the right to incorporate improvements or substitute materials equal to or superior to that specified.

## CUSTOMER INFORMATION

### SHIPPING INFORMATION

#### Weight

Shipping weights are in pounds and are approximate.

#### Special Handling

When special handling is requested, an applicable handling fee will be added to your order.

#### Claims

Damaged shipments or shortage claims should be made directly to the transportation company delivering your order. Shipments via Parcel Post or United Parcel Service that are lost or damaged should be referred to the shipper or branch where shipment originated. Inspect your order promptly for damage or shortage. Claims against McCrometer should be made within 15 days after receipt of shipments, as the factory cannot assume this liability after the time period has elapsed.

#### Return Goods

Arrangements for returning merchandise for credit must be made before McCrometer can accept such goods or issue credit. Contact the factory explaining the reasons for returning any equipment and obtain a Return Authorization

Number. Return shipments without a Return Authorization Number will not be accepted.

Written instructions and the customer's phone number **MUST** accompany all returns.

Restocking Charges – New, unused product returned in the original, unopened container is subject to a 25% restocking charge. The restocking charge can vary depending on the product age, condition, and reason for return. All credits are subject to McCrometer inspection and verification of the condition of the returned items. Return freight charges are the responsibility of the customer. Original freight charges are not subject to any credit.

Warranty – Replacement – All claims of defective quality are subject to test and examination at the McCrometer plant. Copies of McCrometer Warranty policy are available upon request and it is published in McCrometer product literature.

Custom Designed Units – A product manufactured in compliance with a specification required by the Buyer may not be returned for credit. Any product proven defective in workmanship or materials will be repaired.

## WARRANTY

This Warranty shall apply to and be limited to the original purchaser consumer of any McCrometer product. Meters or instruments defective because of faulty material or workmanship will be repaired or replaced, at the option of McCrometer Inc., free of charge, FOB the factory in Hemet, California, within a period of one (1) year from the date of delivery.

Repairs or modifications by others than McCrometer Inc. or their authorized representatives shall render this Warranty null and void in the event that factory examination reveals that such repair or modification was detrimental to the meter or instrument. Any deviations from the factory calibration require notification in writing to McCrometer Inc. of such recalibrations or this Warranty shall be voided.

In case of a claim under this Warranty, the claimant is instructed to contact McCrometer Inc., 3255 W. Stetson Ave., Hemet, California 92545, and to provide an identification or description of the meter or instrument, the date of delivery, and the nature of the problem.

The Warranty provided above is the only Warranty made by McCrometer Inc. with respect to its products or any parts thereof and is made expressly in lieu of any other warranties, by course of dealing, usages of trade or otherwise, expressed or implied, including but not limited to any implied warranties of fitness for any particular purpose or of merchantability under the uniform commercial code. It is agreed this Warranty is in lieu of and buyer hereby waives all other warranties, guarantees or liabilities arising by law or otherwise. Seller shall not incur any other obligations or liabilities or be liable to buyer, or any customer of buyer for any anticipated or lost profits, incidental or consequential damages, or any other losses or expenses incurred by reason of the purchase, installation, repair, use or misuse by buyer or third parties of its products (including any parts repaired or replaced); and seller does not authorize any person to assume for seller any other liability in connection with the products or parts thereof. This Warranty cannot be extended, altered or varied except by a written instrument signed by seller and buyer.

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

McCrometer Inc. reserves the right to make improvements and repairs on product components which are beyond the Warranty period at the manufacturer's option and expense, without obligation to renew the expired Warranty on the components or on the entire unit. Due to the rapid advancement of meter design technology, McCrometer Inc. reserves the right to make improvements in design and material without prior notice to the trade.

All sales and all agreement in relation to sales shall be deemed made at the manufacturer's place of business in Hemet, California and any dispute arising from any sale or agreement shall be interpreted under the laws of the State of California.

FOR MORE INFORMATION CONTACT: