



GENERAL TERMS & CONDITIONS OF SALE

Product Pricing

All prices are subject to change without notice. All orders are subject to price in effect at time of shipment unless otherwise agreed to as part of a formal quotation detailing specific terms and conditions on the quotation.

Payment Terms

Terms of sale are net 30 days for open pre-approved accounts. For credit card approved accounts, payment at time of order unless stated otherwise as part of a promotion or product introduction.

Shipping & Freight Terms

For orders shipped within the continental United States, shipping is FOB, Plant unless stated otherwise as part of a promotion or product introduction. All international orders are shipped ExWorks as per current Incoterms unless otherwise stated.

Returns, Allowances & Cancellations

All returns must be approved prior to returning the material. A Return Material Authorization (RMA) number will be issued. RMA number must appear in bold on the outside of the shipping package. Shipping cost is not refundable. A minimum 25% restocking charge may be applied to all returns. Unauthorized returns may be refused. Returns must be in original unbroken cartons. Returns must be authorized within 45 days of the shipment date. Obsolete products are not returnable. Orders may be cancelled within 24 hours of receipt of order. A 30% cancellation charge will be applied to all orders cancelled 24 hours after the date of Acknowledgement.

Product Liability & Warranty

SilchemTM Marketing warrants that at the time of shipment the products conform to the specifications detailed in published commercially available SilchemTM Marketing product literature and that products will be free from defects in material and workmanship. Any warranty claims must be submitted within 45 days of the shipment date. Since it is not possible to control the final use and application of the products, SilchemTM Marketing will replace only goods and materials that are proven to be defective. Under no circumstances shall SilchemTM Marketing be responsible for any loss, damages, cost of repairs, incidental or consequential of any kind, either of a material or personal nature, related to the application of products and in no event shall SilchemTM Marketing be liable to the Buyer for more than the purchase price of the products sold.