



SUPERIOR-PHS GENERAL TERMS AND CONDITIONS POLICY

LEAD TIME: All lead times are based from receipt of deposit. Superior-PHS will make every effort to meet or exceed its estimated lead times / delivery dates. However, delays due to external factors beyond our control, such as vendor delays and delays due to natural disasters and/or weather may extend promised lead times.

ORDER CANCELLATION: Due to the cost of processing orders and the costs of materials & inventory, Superior-PHS charges a 20% order cancellation fee on all cancelled orders.

RETURNS: Superior-PHS does not accept returns for ordered items. Superior-PHS makes every effort to ensure that products shipped are right for their application. Superior-PHS requests detailed application specifications and test samples which we review and test prior to proposing a solution. Superior-PHS provides the opportunity for each customer to inspect, test, and accept their product prior to shipment from the factory. Any issues customers have can be addressed prior to shipment. If a customer waives the opportunity to inspect and test their product prior to shipping, the customer automatically accepts the product. In extenuating circumstances, Superior-PHS may accept a return at 50% restocking charge.

The above terms and conditions are in addition to any and all other terms and conditions as part of equipment proposals and orders.