

SALES POLICIES, TERMS & CONDITIONS

How to Order: Call (630)443-4000. Our qualified sales personnel are trained to assist you with order placement and answer all your technical questions.

Confirming Orders: When placing orders by phone, please inform the salesperson that confirming paperwork will follow. To avoid duplication, mark your confirmation "CONFIRMING ONLY-DO NOT DUPLICATE" and include the salesperson's name.

Written Orders: For fast and efficient processing of your order, please include: Purchase order number, bill-to and ship-to address, quantity, part number and description of items ordered, phone number and contact name, and your shipping preference.

Terms and Conditions: We are pleased to extend the terms of Net-30 to all customers that have established open accounts with Melt Design, Inc. All new accounts will be accepted on prepaid basis or shipped C.O.D. Special orders or custom made products will require advance payment not less than 50% of net value of order.

Prices: The prices of our products sold are those in effect at the time of sale. Prices listed in our literature are in effect at the time of publication and may change without notice. Please contact our sales department for current prices.

Delivery: The majority of the products listed in our catalog are in stock. Shop orders for out of stock or custom designed components will be processed as soon as order information and account status is confirmed. Our targeted date of delivery is assigned in good faith and we will make every effort to meet that date. Deliveries will be made F.O.B. St. Charles, Illinois. Title of shipment will be F.O.B. point and risk of loss or damage pass to buyer upon delivery.

Termination: Buyer may terminate order, prior to delivery, by advance written notice of termination. Promptly thereafter the buyer will pay Melt Design, Inc. reasonable termination charges, including profit on work performed.

Returns: Standard product items shown in our catalog must be returned unused within 30 days of invoice. After receipt and examination of returned goods, Melt Design, Inc. will notify buyer of our decision to accept or reject them. All accepted returned goods will be charged 25% of list price for restocking and administrative expenses. For all returns and repairs please contact the customer service department to obtain a return materials authorization number (RMA#). To help expedite returns, mark the RMA# on the outside of the shipping package. Packing slip must include: Your P.O. number or Melt Design, Inc. order number, your address and phone number of person to contact, listed number of items with part number and reason for return or instructions for repair. All costs for returned goods shall be responsibility of buyer.

Warranty: EXCEPT AS EXPRESSLY PROVIDED HEREIN, MELT DESIGN, INC. MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED, WITH RESPECT TO ANY PRODUCTS, PARTS OR SERVICES PROVIDED BY MELT DESIGN, INC. INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, APPLICATION OR USE.

Melt Design, Inc. offers a one-year Limited Warranty against defects in materials and workmanship as set forth below for Melt Design, Inc. products used in accordance with and subject to all requirements of Melt Design, Inc. installation and operation instructions, when such installations are operated under normal conditions. Normal conditions specifically include and are not limited to using a proportional temperature controller and applying the rated voltage applied.

Melt Design, Inc.'s sole obligation shall be to either repair, modify or replace, at its sole discretion, a defective product which (a) is received by Melt Design, Inc. within one (1) year after the original date of shipment to customer, and (b) has been inspected by Melt Design, Inc. to confirm the existence of a defect.

This Limited Warranty excludes (a) damage or wear to products caused by misapplication of product, improper maintenance, accident, abuse, unauthorized alteration or repair, Acts of God, or installation or operation that is non-compliant with Melt Design, Inc. installation and operation instructions.

IN NO EVENT SHALL MELT DESIGN, INC. BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR INDIRECT DAMAGES, INCLUDING WITHOUT LIMITATION, ANY DAMAGES RESULTING FROM LOSS OF USE, LOSS OF DATA, LOSS OF PROFITS OR LOSS OF BUSINESS ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT.

Melt Design's Mission: We will strive to provide our customers with World Class Hot Runner Products. We will maintain the highest level of quality, provide these products on time, every time, and meet or exceed our customers' expectations.