



*... innovations in plumbing and heating*

## **TERMS AND CONDITIONS**

### **Purchaser:**

Raven products are intended to be sold to companies and distributors engaged in the business of wholesale distribution to licensed contractors and their employees or their established customer base. Possession of Raven's catalog or price list does not constitute an offer to sell by Raven Products, or constitute a right to purchase from us.

### **Prices:**

Prices are obtained from our current net price list. Due to conditions beyond our control, we cannot guarantee prices in this catalog for any length of time and prices may be subject to change without notice. Quantity prices are available on selected items and will be quoted upon request.

### **Credit Terms:**

Payment terms are 2% 10, net 30. Open account terms will be made available to qualified purchasers with established credit. If credit is not established for qualified purchasers, orders can be sent C.O.D. or may be prepaid. Past due accounts may be subject to a service charge at the rate of 1 ½% per month, or the highest rate allowed by law (whichever is less,) from the due date of each invoice to date of payment.

Any discrepancies must be reported within 10 days.

### **Full Freight Allowed Requirements:**

A minimum order of \$1000 net is required to meet full freight allowances. This applies to all Raven Products.

### **Minimum Orders:**

There is a Fifty Dollar (\$50.00) minimum amount required for purchase orders. The freight fee will be added to your invoice.

### **Special Orders:**

All special orders are non-refundable and non-returnable.

### **Product Returns:**

Please contact Raven Products for a Return Goods Authorization before returning any defective products.

### **Warranty:**

All Raven Products carry a lifetime limited warranty with the exception of gauges and test instruments, which carry a one year limited manufacturer's warranty. Warranty items should be returned with a proper RGA for repair or replacement. In the event of a faucet malfunction, please return the defective part and we will issue a replacement.

### **Contact Info:**

Raven Products  
173 Flanders Road  
Westborough, MA 01581-6186  
Phone 888-467-2836  
Fax 877-297-2836