

API Purchasing Policy and Product Warranties

Terms

- ❖ VISA, MasterCard, American Express credit cards accepted
- ❖ Call 800-942-0315 to place your order
- ❖ Normal shipment via UPS Ground
- ❖ Other shipping methods are available upon request
- ❖ Prices F.O.B. Libertyville, IL, USA



To Open an Account with API

- ✓ Three credit references with their phone and fax numbers
- ✓ A bank reference with their phone and fax number
- ✓ Name and phone number of accounts payable supervisor
- ☎ Fax info to 800-949-7502, allow 1-2 weeks for approval
- ☒ Payment due **Net 30** days from invoice date

Standard Delivery

Most products are shipped in 2-14 business days after receipt of an order. Please call the factory with quantity and model for an exact lead time.

Rush Delivery

We will make every effort to accommodate rush orders, but a non-refundable \$50 charge per order may be applied. Some stock products can be shipped the same day under the following conditions.

Call us to check availability and to arrange delivery.

You must have an established account with us, or use your credit card.

Order Early! The order must be received by API by 11:00 am Central time.

Modifications and Specials

Consult factory for availability of modifications or products for custom applications. Allow a 2-4 week lead time for modified products. Minimum quantities and non-refundable engineering charges may apply.

Return Policy and Authorization

Before returning any product, please obtain a Return Materials Authorization number (RMA#) by calling Customer Service at 800-942-0315 or using the contact form at www.api-usa.com. Include the RMA# and information regarding the reason for the return with the returned product.

Shipping costs for returns must be prepaid by the customer. For your protection, items must be carefully packed to prevent damage in shipment and insured against possible damage or loss. API will not be responsible for damage resulting from careless or insufficient packing or loss in transit.

Cancellation and Restocking

A 20% restocking fee will be assessed on any cancelled order that has shipped or any product returned for credit. An RMA# must be obtained by the original purchaser before any product can be returned. Only new unused products less than 6 months old may be returned. Installed, used, damaged, modified or customized products can not be returned for credit. API will evaluate returned products and determine type an amount of credit to be issued.

Repairs

An RMA# must be obtained before any product can be returned. API will evaluate in-warranty products at no charge. If API determines that the returned product is under warranty, it will repair the product or warranted parts thereof at no charge, or if unrepairable, replace it with the same or functionally equivalent product whenever possible. API will return the warranted product at its expense via a shipping method (carrier to be at sole discretion of API) equal to or faster than the method used by the customer.

Products or parts thereof not covered by warranty will be repaired or replaced at customer expense upon customer authorization. API will return the repaired product at customer expense via a shipping method (carrier to be at sole discretion of API) equal to or faster than the method used by the customer.

Warranty

Products manufactured or sold by Absolute Process Instruments Inc. (API) are warranted to be free from significant deviations in material and workmanship according to the product category below. During this time, and within the boundaries set forth in this warranty statement, API will, at its sole discretion, correct the product problem or replace the product.

API-manufactured signal conditioners, isolators, transmitters, power supplies

Lifetime under terms stated herein.

API-Camille Bauer products: 3 years from date of purchase.

RheinTacho speed monitors: 1 year from date of purchase.

APCS signal conditioners: 1 year from date of purchase.

API current switches, transmitters, transducers: 3 years from date of purchase.

API & Cecomp temperature products, pressure gauges, switches, transmitters 1 year from date of purchase.

This warranty shall not apply to product problems resulting from improper application, installation, incorrect wiring, operation outside of product specifications, abuse, misuse, unauthorized modification, accidents, power surges, power disruptions, power outages, static electricity, improper voltages or currents, inadequate site maintenance or preparation, acts of God, weather and its effects, lightning, floods, fire, earthquake, war, riots, military action, etc.

API products are not for use for, with, or in any medical devices or applications including, but not limited to, patient care, life support systems or medical research. API assumes no responsibility or liability for any loss or damages resulting from use of a API product in a medical or life support application. API products are not for use for, with, or in any hazardous environments.

This warranty is in lieu of all other warranties, expressed or implied, including but not limited to any implied warranty of merchantability, fitness, or adequacy for any particular purpose or use. API shall not be liable for any special, incidental, or consequential damages, whether in contract, tort, or otherwise. In no event shall API be liable for direct, indirect, special, incidental or consequential damages (including loss of profits or loss of time) resulting from the performance of an API product. In all cases, API liability will be limited to the original cost of the product in question.

API reserves the right to make improvements in design, construction, and appearance of products without notice. API may at its sole discretion discontinue support, warranty, or repair of products which it deems are obsolete or for which repair parts are no longer available.

No employee or agent of API has the authority to modify the terms of this warranty in any manner whatsoever without the express written permission of API.