

# Sloan Plumbing Products Terms

Effective Date: September 29, 2019

## Minimum order requirements

The minimum order value is \$150.00 net. In the event an order is received under the stated minimum order value, a \$25.00 service charge will be applied to the order. All service charges are non-refundable.

## TERMS

All prices are F.O.B. Factory with full freight allowed on **\$3,500.00 net** within the United States (contiguous), such allowance to be based on the lowest rate medium of transportation. All vitreous china **ONLY** orders are full freight allowed on **\$10,000.00 net** within the United States (contiguous), such allowance to be based on the lowest rate medium of transportation. Any Sloan sink(s) shipment is full freight allowed on **\$15,000.00 net** within the United States (contiguous), such allowance to be based on the lowest rate medium of transportation.

Additional freight services, such as construction site delivery, lift gate delivery service, re-consigned freight or notification charges, are not included in FFA terms, and will result in additional freight charges.

### **DOMESTIC WHOLESALER CASH DISCOUNT TERMS: 2% 30 days, NET 31 days from date of invoice**

A 2% discount is offered for payment on or before 30 days from date of invoice with the net amount due the next day, subject to a service charge of 1% applied monthly. Any conditions or terms payment on purchase orders which are contradictory to our cash discount offer shall be of no effect. Please address envelope in all "CAPS" (uppercase) when remitting to: 9134 PAY-SPHERE CIRCLE, CHICAGO, IL 60674

## LIMITED WARRANTY

Unless otherwise noted, Sloan Valve Company warrants its products to be made of first class materials, free from defects of material or workmanship under normal use and to perform the service for which they are intended in a thoroughly reliable and efficient manner when properly installed and serviced, for a period of three years (1 year on SF faucets, special finish and PWT electronics and 30 days on PWT software) from date of purchase. During this period, Sloan Valve Company will, at its option, repair or replace any part or parts which prove to be thus defective if returned to Sloan Valve Company, at customer's cost, and this shall be the sole remedy available under this warranty. No claims will be allowed for labor, transportation or other incidental costs. This warranty extends only to persons or organizations who purchase Sloan Valve Company's products directly from Sloan Valve Company for purpose of resale. This warranty does not cover the life of batteries.

**THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. IN NO EVENT IS SLOAN VALVE COMPANY RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OF ANY MEASURE WHATSOEVER.**

For Sloan Sink System return policy, T&C and cancellation policy please refer to sloan.com for the complete policies

## SHORTAGES, INCORRECT SHIPMENTS, PROOF OF DELIVERY REQUESTS

Claims for shortages or incorrect filling of orders must be made within 30 days from date of delivery. No claim over six months old will be honored. Deliveries that are short carton(s) or have damaged carton(s) must be reported immediately. Damaged carton(s) must be kept for Carrier Claim Inspector.

## DISCLAIMER

The prices herein are subject to change without notice and supercede all previous prices. The possession of this price sheet by any person is not to be construed as an offer to sell them, nor anyone else, the goods listed herein at the price or terms stated.

## SLOAN Minimum Advertised Price Policy

Sloan Valve Company ("Sloan") is a global leader in manufacturing commercial plumbing systems. Sloan is committed to maintaining a high quality brand image of our products through our Authorized Distributors and Resellers ("Distribution Partners") who support this brand image through stocking requirements, non-OEM products, warranty information, technical administration, and investment of time and resources required to provide a high level of customer service and product knowledge that our customers expect.

In furtherance of these commitments, Sloan has unilaterally adopted this Minimum Advertised Price Policy (this "Policy"), which applies to all Sloan Distribution Partners effective January 1, 2018.

Please refer to the complete policy which is available on sloan.com: <https://www.sloan.com/resources/downloads/pricing-sheets>.

## RETURN MATERIAL AUTHORIZATION

At Sloan, our goal is to ensure our customers are satisfied with their purchase. Our products are manufactured under the highest quality standards and are all backed by a limited warranty. If a product is found defective prior to or during installation, Sloan may issue a return material authorization (RMA) number and credit in exchange for the defective product.

Should the customer require a part to repair a product, the part should not be taken from another finished good unit. Refer the customer to Sloan Technical Support at 1-888-SLOAN14 (1-888-756-2614) or via email at techsupport@sloan.com. Parts in stock are usually sent out within 24 hours and customers will receive parts within 3 to 7 business days. For non-inventoried items lead times may vary. Parts that are needed sooner will be handled on a per case basis.

If, after contacting Technical Support, the determination is made that a product cannot be serviced, a return and credit may be requested from the place of purchase. Credits will only be issued to a current Sloan distributor.

Upon receipt of the returned product, Sloan will inspect and test the product prior to issuing credit. Credit may be denied under the following conditions:

1. The product returned does not match the RMA
2. The returned unit is missing components
3. The returned unit has been cannibalized
4. The returned unit is out of the warranty period
5. The product has been damaged via field service or installation
6. The returned unit is not manufactured by Sloan
7. The product is not defective

If no apparent defect is found the customer may be contacted to clarify the reason for the return. Be specific, 'Defective' is not a reason. If defective, text must be included to describe the symptom of the problem. For example, 'Doesn't work' is not the symptom. 'Faucet not activating' would be a more appropriate description.

Do not initiate a debit memo or make any deductions. Wait for a credit memo to be issued. As described above, full credit may be denied in some circumstances.

All Other Return Reasons and General Return Information:

If the product is not received by Sloan within 30 days of creating the RMA, the RMA will expire.

Credit is usually processed within 20 business days of product receipt.

Products which are determined to be defective or shipped incorrectly by Sloan will be credited at invoice price in addition to the return freight charge. Products returned for reasons other than defects or Sloan errors are subject to a minimum 25% handling charge, return freight is at customer's expense. If the invoice is not available, then credit will be issued based on the previous price sheet if the price sheet is less than one year old. All returns must be authorized by the factory prior to returning. The factory will issue a RMA number along with correct return address.

The RMA number must be visible on the outside of each carton being returned.

All order cancellations and returns of special finish products NOT included in the Special Finishes Section of the price list are considered special order items and are subject to a minimum 50% handling charge and must be returned within one year, original invoice required. Special order and sink systems product are subject to a minimum 50% handling charge and must be returned within one year, original invoice required. Custom sink orders are not returnable.

All returned material should be returned in the original, unopened shipping cartons or suitably packed. The material is to be packaged such that it will not be damaged during the return.

Material over 2 years old is subject to a 50% handling charge. Any product over 3 years old will not be accepted.

Deductions will be made for any material returned that is not in saleable condition. Material not in saleable condition will be returned to customer or scrapped at customer request.

When material is to be returned, call your representative, who will contact the factory for an RMA number. The following information is necessary when requesting an RMA:

1. Invoice Number
2. Product Code Number
3. Product Part Number
4. Product Date Code
5. Quantity
6. Reason for return request (be specific, 'defective' is not a reason). If defective, text must be included to describe the symptom of the problem. For example, 'Doesn't work' is not the symptom. 'Faucet not activating' would be more appropriate. Material returned as defective but, on inspection, is found serviceable will be returned to the customer at their expense or scrapped with no credit issued. A test report will be available upon request.
7. All returns are to be freight prepaid

The RMA number must be on each load and each container.

## Sink Cancellation and Return Policy

### AER-DEC and Designer Series Cancellation Policy:

In the event of an order cancellation the following items may apply:

- If the order is cancelled more than 5 working days from order placement it will result in a minimum of a 25% fee, up to the full price of that product.
- If the order is 5 working days or less from scheduled shipment any cancellations result in the full price of the sink.

### SloanStone Cancellation Policy:

In the event of an order cancellation the following items may apply:

- The order must be cancelled within 3 working days of order placement to avoid a fee, anything beyond 3 days may result in a fee up to 50% the price of the product.

### Stainless Steel Sinks Cancellation Policy:

In the event of an order cancellation the following items may apply:

- The order must be cancelled within 5 working days of order placement, anything beyond 5 days may result in a fee up to 50% the price of the product.

### Return Policy All Sink Models:

The following items apply:

- Sinks and Mounting cannot be returned once shipped. If components (faucets, soap dispensers, hand dryers) have not been opened they can be returned for partial credit.

### Installation/Field Measurements:

Sloan requires all sinks be installed by knowledgeable Corian or Quartz installers. Installation and/or field measurement is not included in this estimate, and is by others. Installation must be performed by qualified personnel and in accordance with installation instructions and generally accepted industry practices. Incorrect or improper installation will void any product warranty. Any standard sinks over 120" will need to be seamed in the field during installation. For custom sinks refer to signed drawings packet to see if seaming will be required. If seaming is required and you'd prefer to purchase the seaming material/epoxy from Sloan ask your Sloan representative about ordering details.

### Materials:

Sloan produces using solid surface (SloanStone and Corian) and quartz slabs which may vary in color by slab/lot, because of this there may be a slight variation between orders. Variation can also occur in grain, veins and surface finish both between lots/slabs and even within the same lot/slab. While Sloan takes the utmost caution to match and orient these products in such a way that these imperfections add to the aesthetic value of the product, Sloan will not be held responsible for this variation. For any warranty issues Sloan reserves the right to repair solid surface sinks.

Continued on next page.