

# Terms and Conditions

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- All prices are quoted Ex-Works Vista, California and are in US Dollars. Only domestic packaging is included. Special packaging or crating is not included in the prices.
- All products carry a one-year material and workmanship guarantee. Please refer to our detailed warranty information on pages 11-17 and 11-18.
- Applied Membranes, Inc. expressly disclaims any liability for consequential damages resulting from the failure of its products to perform as specified.
- Claims for error in quantity or condition must be made within 10 days after receipt of the material. Applied Membranes will not be responsible for any claimed shortages not reported within this period.
- Claims for damages incurred in transit must be filed immediately and directly to the carrier. Please notify us if a claim has been made. Applied Membranes will offer as much assistance as possible.
- Payment is by wire transfer, credit card, letter of credit, or on terms if an account with credit approval has been established.
- All weights, dimensions, and volumes are approximate.
- Prices subject to change without notice.

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## Product Return Policy

- All product returns must bear an RGA (Return Goods Authorization) number. Please contact Applied Membranes to obtain an RGA number prior to shipment. The RGA number must appear on the outside of all packages. Items sent without an RGA number will be returned.
- Returns should be sent to: Applied Membranes, Inc.  
2450 Business Park Dr.  
Vista, CA 92081, USA
- Returns for warranty evaluation of items within the warranty period must be approved by Applied Membranes and have an RGA number. Buyer pays all freight charges for returned goods. Returned goods must be properly packaged before shipment to allow a complete warranty inspection.
- All returns for credit or exchange are subject to a 25% restock fee.
- All goods must be returned freight prepaid within 7 days of receipt. Freight will not be credited.
- All returned items must be new and unused. Assembled items or kits consisting of multiple parts must be returned complete with all components present.
- Returned goods must be properly packaged before shipment and arrive in good condition to be considered for a credit.

Visit us on the web for our complete product line and in-depth technical information. [www.appliedmembranes.com](http://www.appliedmembranes.com)

**APPLIED  
MEMBRANES INC.®**



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