

# General Information

## To Our Customers

Marsh Bellofram, a world leader in pneumatics & electro-pneumatics, is honored and pleased to continually meet the needs of you, our customer. We at Marsh Bellofram realize the central importance that our customer relationships have in our business.

As an ISO 9001:2000 firm, we also recognize the importance of quality throughout our entire organization, and constantly strive to deliver value in our product and throughout our whole company.

We always welcome comments, questions, and suggestions, so please feel free to call us. We think our customers are the greatest in the world!

To make our price list easier to read and use, we have adopted a more consistent format. The format of listing Product Type, Product Description, Part Number, and Price (in that order) was used whenever possible. When a separate part number listing was needed, a standard Part Number Selection Guide was used. We hope these improvements help you serve your own customers in a quicker and easier manner.

Remember that orders are accepted via fax or mail:  
Sales Fax: 304-387-4417

Mail: Marsh Bellofram, State Route 2-Box 305,  
8019 Ohio River Blvd., Newell, WV 26050

## Statement of Warranty

Warranty extends for 18 months from the manufacturing date code to be free of defects in materials and workmanship in normal use. The warranty is limited to repair or replacement of the defective product at the discretion of Bellofram. Products returned for repair under warranty will be guaranteed for the remainder of the warranty period or 90 days which ever is longer. Products returned for repair under non-warranty will be guaranteed for a period of 90 days.

## Important Notice

Our Recommendations, if any, for the use of our products are based on tests believed to be reliable. The greatest care is exercised in the selection of raw materials and in our manufacturing operations. However, since the use of this product is beyond the control of the manufacturer, no guarantee or warranty, expressed or implied is made as to such use or effects incidental to such use, handling or possession or results to be obtained, whether in accordance with the directions or claimed so to be. The manufacturer expressly disclaims responsibility therefor. Furthermore, nothing contained herein shall be construed as a recommendation to use any product in conflict with existing laws and/or patents covering any material or use.

## Standard Additional Fees

**Retesting Fee:** There is a \$25.00 fee per unit on products returned which successfully test within Quality Control Specifications. For example, if three units came back on an RGA and all three tests within our testing specification there would be a \$25.00 per unit fee imposed, for a total of \$75.00 for the three units. However, if a unit is returned and does not meet our Quality Control Specifications there will not be a charge for the defective unit. Note: If the product lists for \$50.00 or less, the Retesting Fee will be equal to the repair charge which is less than \$25.00.

**Restocking Fee:** On occasions Bellofram may authorize a credit return, when this occurs there will be a 25% restocking fee imposed. If Bellofram ships a product in error the fee will be waived. It is important that all communication be written and faxed such as order cancellations, additions, corrects, release date changes (the number release change can be limited). If a product ships and you had canceled it there will not be a restocking fee provided there is a written cancellation request on file.

**Handling Fee:** A \$10.00 handling fee will be imposed on RGAs out of warranty. However, if you decide to pay to have the product repaired this fee would not apply.

**Evaluation Fee:** For mechanical products, there will be a \$25.00 fee per unit if the product is out of warranty. For electro-mechanical, the fee is \$25.00 to \$75.00 depending on product.

## Return Goods Authorization Procedure

Returns can be made for such reasons as defective product, authorized 90-day samples, wrong product shipped, duplicate shipment or warranty repair. Defective product will be confirmed prior to credit being issued.

The following procedure must be adhered to before material can be authorized for return;

1. An RGA number must be issued with all questions answered and information blocks completed. The more information obtained on the RGA will better help Bellofram to correct the problem.
2. The customer is to be notified that the RGA number MUST accompany the package on the outside of the box and on the packing slip.
3. All RGA's are to be shipped to Bellofram freight pre-paid. Freight for duplicate shipments, wrong products and defective product will be issued as credit.
4. All RGA's must be authorized by the Bellofram CS Manager or VP Sales and are valid for only 45 days from issue.

NOTE: All RGA's must have as a minimum the following information before being approved; Customer invoice number, Customer account number, Customer PO number, Bellofram system number, Product catalog number and quantity, Product description and Reason for return.