

# WARRANTY POLICY

1. MOD TECH WARRANTS ALL PRODUCTS TO BE FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP FOR A PERIOD OF ONE YEAR FROM THE DATE OF SHIPMENT.

2. PRODUCTS FOUND DEFECTIVE BY MOD TECH WILL BE REPAIRED OR REPLACED AT OUR DISCRETION.

3. MISUSE OR MISAPPLICATION OF THE INTENDED USE IS NOT COVERED UNDER THIS WARRANTY.

4. NO AGENT IS AUTHORIZED TO MAKE ANY WARRANTIES, EXPRESSED OR IMPLIED, OTHER THAN THOSE STATED IN THIS WARRANTY POLICY STATEMENT.

5. THE FOREGOING WARRANTY IS EXPRESSLY MADE IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED.

# SALES TERMS AND CONDITIONS

1. PACKING AND HANDLING CHARGE:           ADD 3%
2. SHIPPING OPTIONS:                        PREPAID AND ADD  
SHIP COLLECT
3. TERMS ARE NET 30 DAYS  
    NOTE: PAST DUE ORDERS MAY BE ASSESSED 1 1/2% PER MONTH.

## SHIPPING POLICY

1. STOCK ITEMS: 5 WORKING DAYS
  2. STANDARD MACHINED ITEMS:           10 WORKING DAYS ARO AND PRINT  
    (CUT TO LENGTH, DRILL, TAP, ETC.)    APPROVAL.
  3. SPECIAL MACHINED ITEMS:            15 WORKING DAYS ARO AND PRINT  
  APPROVAL.
  4. RADIUS ASSEMBLIES (CURVES):       25 WORKING DAYS ARO AND PRINT  
  APPROVAL.
- A. The customer must specify the shipping method and carrier on the purchase order.
- B. Mod Tech will make every effort to package the order in a method consistent with standard shipping practices.
- C. Mod Tech will photograph all shipments just prior to pickup by the specified carrier.
- D. The customer must inspect all shipments and note any damage on the shipping documents from the shipper at the time the shipment is received.
- E. The customer must initiate all damage claims with their specified shipper. Mod Tech will assist the customer by supplying the photographs of the outbound packages.

# SERVICE POLICY

1. Mod Tech may supply service mechanics on customer request, subject to availability.
2. Service personnel are able to assist in assembly techniques for first time user of Mod Tech products.
3. Service rates for field service person: \$ 480 per Day.
4. Expenses of \$150 per day including motel and Per Diem.
5. Travel expenses are billed at cost plus 15%.
6. Rates are quoted on a portal to portal basis on a 40 hour week.
7. Overtime: Hours beyond 8 per day and 40 per week are charged at 1 1/2 times rate.
8. Minimum billing is one 8 hour day.

# RETURN POLICY

Unused Mod Tech materials may be returned for credit subject to the following terms:

1. Mod Tech materials normally stocked are eligible for return.
2. Non-stock materials, special order (including cut to length and machined items) may not be returned.
3. A Return Authorization Number (RMA#) must be requested from Mod Tech.
4. Re-Stocking charge of 20% of invoice price will be assessed on all returned materials.
5. Any materials found by Mod Tech to be damaged, in any form, will not be accepted.
6. Credit will be issued against outstanding invoices or future orders.

# ENGINEERING SERVICES

MOD TECH WILL PROVIDE ENGINEERING SERVICES, AS LISTED BELOW, TO ASSIST IN DESIGNING A BASIC CONVEYOR SYSTEM. PLEASE REFER TO THE TECHNICAL SECTION OF THIS CATALOG FOR A LIST OF ENGINEERING COMPANIES FOR ADDITIONAL ENGINEERING SERVICES.

MOD TECH WILL QUOTE ENGINEERING SERVICES BASED ON THE FOLLOWING BREAKDOWN OF WORK TO BE PERFORMED ON A FIRM PRICE BASES:

## **LEVEL 1: CONCEPT PROPOSAL ENGINEERING**

- 3D DRAWING OF CUSTOMERS CONCEPT REQUIREMENTS
- MOD TECH CONVEYOR COMPONENTS ONLY
- NO GEARS, SHAFTS, CHAIN OR OTHER DETAILS

## **LEVEL 2: DETAILED SCALED DRAWING OF ENTIRE CONVEYOR SYSTEM**

- DETAILED LAYOUT
- CHAIN PULL ANALYSIS
- CHAIN SELECTION
- MECHANICAL COMPONENTS SELECTION

## **LEVEL 3: DETAILED COMPONENTS LISTS**

- DETAILED DRAWING OF EACH MOD TECH COMPONENTS REQUIRING CUTTING, MACHINING, DRILL OR TAP
- DETAIL OF ASSEMBLY

## **ENGINEERING SERVICES - HOURLY RATE**

- ENGINEERING SERVICE UPON REQUEST
- ENGINEERING SERVICE RATES; \$60 PER HOUR, STRAIGHT TIME RATE
- MINIMUM BILLING IS ONE 8 HOUR DAY
- BI-WEEKLY INVOICING