



# Industrial Test Systems, Inc.

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## INTERNATIONAL SALES POLICIES

February 2007

### Payment methods:

- **Credit card:** we accept **Visa, MasterCard, and American Express.**
- **Check:** you can request a Proforma invoice, including shipping and handling, to send us a check by mail or wire transfer. Otherwise, you may include your shipping account number; this will help to expedite your order. If you include your shipping account number freight will be billed collect.
- **Credit terms:** Credit terms are not available for international customers.
- **Wire Transfers:** Fees will be quoted and added to invoice.

### Lead time:

Payment must be received before orders are processed. All in-stock water quality products are shipped within 5 business days. In-stock pool & spa products are shipped within 72 hours. The lead time for products not in stock and/or orders of 10 or more cases will be quoted. Lead times for private labeled products and large quantity orders will be quoted.

1. If you pay by credit card, lead time starts when we receive your credit card information. Domestic credit card orders will be processed the day we ship your product. International credit card orders will be processed the day the order is received.
2. If you pay by wire transfer, it starts when we receive your wire transfer in our bank account.
3. If you pay by check, it starts when your check clears our bank account.

### Shipping:

We always try to find the most inexpensive way to send your products.

1. UPS, DHL, FedEx, and USPS Express for outside continental US.
2. Freight forwarder: Schenker or customer's forwarder.
3. Your own account with UPS, FedEx, DHL, etc.

### Filling your order:

- **Expediting:** Products that are in stock can be shipped within 24 hours for a \$20.00 fee. To be able to send a product same day, we have to receive your order before 12:00 PM EST. If received after 12:00PM EST, we will ship it the next day.
- **Drop shipping:** Orders can be drop shipped—shipping to a location other than your standard bill-to or ship-to address—for a \$10.00 fee.
- **Minimum order:** Our minimum order for all products is \$100 for our dealers/distributors and \$200 for direct customers. This does not apply to first time orders, evaluation orders, or orders for Full Arsenic/Well Driller kits/meter kits. A handling charge of \$20.00 will be applicable for subsequent orders that do not meet the minimum order. Direct customers can avoid this charge by placing orders through the ITS website, [www.sensafe.com](http://www.sensafe.com). Pool and spa products can only be purchased in cases of 12 units, excluding eXact™ products.
- **Shelf Life:** Shelf life varies with each product and is based upon the date the product is manufactured, not the ship date. Consult with your product manager prior to ordering to determine the exact shelf life of products being shipped to you.

### Returns:

- ITS will gladly replace any defective merchandise and cover all shipping costs. Please notify us immediately to make arrangements.
- Product returns will only be accepted upon prior written approval from ITS, Inc.. Each request for return will be considered on a case by case basis.
- Product may be returned for credit less shipping charges and a 20% restocking fee within 30 days from the date of shipment. Product must be in original container and in undamaged condition. No cash or check refunds, only credit towards future orders. Custom or private labeled product is not returnable.
- All returns must be in writing and require an authorization from ITS, Inc. Product will be shipped to ITS, Inc. freight pre-paid within 20 days of the authorization. Return will not be accepted after 20 days or if freight is not prepaid.
- Industrial Test Systems, Inc. reserves the right to issue final determination regarding all returns. The terms and conditions of sale here take precedence over all previous arrangements or agreements without exception.

Export Department  
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