

## TERMS

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- All requests for credit must be made in writing through the Falcon Grand Rapids MI office.
- Standard credit terms are 2%10 Net30 from invoice date (net balance due in 30 days).
- A 2% discount is available for payment received by Falcon within 10 days of invoice date.
- All past due invoices are subject to a monthly service charge of 1% of invoice amount.
- Any conditions or terms of payment on purchase orders which are contradictory to Falcon terms shall be of no effect.
- All payments should be made to: Falcon Waterfree Technologies, 1537 Momentum Place, Chicago IL 60689-5315.

## 10-YEAR LIMITED WARRANTY

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Falcon Waterfree guarantees our vitreous china and stainless steel urinal bowls to be free of defects in material and workmanship for a period of ten (10) years, commencing on the date of installation. Within the guarantee period, Falcon Waterfree will eliminate, free of charge, any defect in the urinal bowls resulting from defects in material or workmanship either by repairing or exchanging parts, or exchanging the urinal bowl as Falcon Waterfree may decide in its sole discretion. Falcon Waterfree is not responsible for removal or installation costs, nor is Falcon Waterfree responsible for any incidental or consequential costs or damages at any time.

This warranty is void under the following circumstances:

- Defects which have a negligible effect on the value and operation of urinal bowl(s);
- If repairs are undertaken by unauthorized persons;
- Damage caused by misuse, accident, fire, and other acts beyond human control; and
- Use of non-authorized Falcon parts or cartridge replacement.

Note: The Falcon Waterfree urinal system is designed to deliver optimal performance, when installed and maintained in accordance with Falcon documented procedures, while meeting applicable plumbing code requirements. Alteration or substitution of Falcon Waterfree components will nullify product certifications, and may cause the facility in which it is installed to be in violation of building and/or plumbing codes and subject to fines.

## RETURNED GOODS POLICY

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- All product returns are subject to prior approval from Falcon Grand Rapids MI.
- Customer must provide a copy of the invoice of sale with Falcon.
- Returns will not be accepted for any products more than 6 months from date of purchase.
- Returned goods must be in the original packaging, unopened, and in saleable condition upon receipt at the Falcon Grand Rapids MI warehouse or other location, as designated by Falcon.
- Product returned to Falcon that is not in saleable condition will be scrapped, or returned to the customer (at customer's expense), and no credit will be issued for that product.
- If a return is approved a Returned Goods Authorization (RGA) number will be issued. That RGA number must appear on the shipping documents.
- The customer will be expected to pay return freight expenses and all related charges.
- A handling fee of not less than 25% of the invoice amount will be charged

## CLAIMS - SHORTAGES, INCORRECT SHIPMENTS & DAMAGE

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All claims for shortages and incorrect shipments must be made within 30 days of delivery. Claims for damage must be noted on the carrier's freight receipt (at time of delivery) and reported to Falcon immediately.

## DISCLAIMER

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All published Falcon prices are subject to change without notice and supercede all previous prices.