

## Ordering & Warranty Information - Municipal

### To Order

Phone: (239) 337-2116  
toll free 888-203-7248

Fax: 1-239-454-0694

E-mail: hf.info@wattswater.com

Mail: HF scientific  
16260 Airport Park Dr.  
Suite 140  
Fort Myers, FL 33913

Hours: Monday through Friday  
8:00 a.m. to 4:30 p.m. EST.

### For faster order processing please include:

Your HF account number or billing zip code, shipping address, billing address, purchase order number, shipping instructions and details of the order including HF part numbers.

### Terms

With established credit, our terms are net 30 days from invoice date. We also accept Discovery, VISA, MasterCard, American Express, money orders, checks, or C.O.D. All Domestic shipments are F.O.B. Ft. Myers, Florida. All International shipments are Ex Works, Ft. Myers, Florida.

### Pricing and Quotations

Prices are subject to change without notice. We will be happy to quote you by mail, telephone, fax or by e-mail. Prices quoted do not include federal or state taxes of any kind or shipping charges. All quotations are based on the assumption that goods will be paid for within 30 days of delivery or will ship C.O.D.

### Established Credit

We welcome new accounts and will act upon credit applications promptly.

### Shipping and Delivery

If you, the customer, do not specify a method of shipment, HF will determine the most suitable transportation consistent with all prevailing shipping regulations. Liquid products subject to damage due to freezing will be shipped by UPS/Red. Generally, freight and insurance will be prepaid and added to your invoice; however, motor freight shipments will be sent freight collect unless otherwise arranged at the time of order.

### Claims

Report the details of any damage to our Customer Service Department promptly. **Report any shipping damage to your carrier immediately and request an inspection.** Remember, once the shipment is picked-up from us by your carrier, it becomes your property and you must initiate the claim with your carrier.

### Returned Goods

Before returning items for any reason, **please call our Customer Service Department** (888) 203-7248 for a RMA (Return Material Authorization) number. Goods returned without authorization will be refused. Any return or repair sent "Freight Collect" will be refused.

### HF Municipal Instrumentation Warranty

Watts Regulator Co. (the "Company") warrants each municipal market instrument product to be free from defects in material and workmanship under normal usage for a period of two (2) years from date of the Company's invoice from the original sale of the product, whichever occurs first. In the event of such defects within the warranty period, the Company will, at its option, replace or recondition the product without charge. Parts which by their nature are normally required to be replaced periodically, consistent with normal maintenance, specifically reagents, desiccant, sensors, electrodes and fuses, are excluded. Also excluded are accessories and supply-type items. Proof of purchase from the Company (Company invoice or paid order confirmation) and/or first use (commissioning) must be provided when making a product warranty claim.

**THE WARRANTY SET FORTH HEREIN IS GIVEN EXPRESSLY AND IS THE ONLY WARRANTY GIVEN BY THE COMPANY WITH RESPECT TO THE PRODUCT. THE COMPANY MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED. THE COMPANY HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

The remedy described in the first paragraph of this warranty shall constitute the sole and exclusive remedy for breach of warranty, and the Company shall not be responsible for any incidental, special or consequential damages, including without limitation, lost profits or the cost of repairing or replacing other property which is damaged if this product does not work properly, other costs resulting from labor charges, delays, vandalism, negligence, fouling caused by foreign material, damage from adverse water conditions, chemical, or any other circumstances over which the Company has no control. In addition, the Company shall not be responsible for any costs incidental to the Company's warranty response efforts, including, without limitation, costs associated with the removal and replacement of systems, structures or other parts of facilities, de-installation, decontamination and re-installation of products, or transportation of products to and from the Company. This warranty shall be invalidated by any abuse, misuse, misapplication, improper installation or improper maintenance of the product, alteration of the product or use of any parts or accessories (including but not limited to reagents) not provided by the Company.

Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages. Therefore, the above limitations may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights that vary from State to State. You should consult applicable state laws to determine your rights. **SO FAR AS IS CONSISTENT WITH APPLICABLE STATE LAW, ANY IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF ORIGINAL SHIPMENT.**