

Order Requirements

The following is applicable to all orders placed through Thomas Sales & Marketing, Inc.

Each order is subject to Thomas Sales & Marketing's Terms and Conditions of Sale which can be accessed at thomassalesinc.com If unintentional ambiguity or conflict is discovered to exist between the issuer of the Purchase Order and Thomas Sales & Marketing, the Thomas Sales & Marketing order requirements take precedence over the issuer's Terms and Conditions.

Orders	No minimum order for locally stocked items, but a \$150.00 minimum order for factory stocked items. Written purchase orders are required. No verbal orders will be accepted. Each order will be acknowledged within 48 hours of order entry.																																	
Where To Place The Order	Thomas Sales & Marketing, Inc. Standard Factory Inventoried Products All orders should be placed through Thomas Sales & Marketing, Inc. sharon@thomassalesinc.com Office: (630) 834-3777 Fax: (630) 834-3888																																	
Support	Quoting Made-to-Order products, product information or technical enquiries contact TSM tech support chuck@thomassalesinc.com Office: (630) 834-3777 Fax: (630) 834-3888 Cell: (708) 267-9341																																	
Changes, Cancellation	All changes must be received in writing, accompanied by a revised purchase order. Additions to existing orders will be allowed if the order is still 'open'. Open orders are those where at least one line item has not shipped. Additions to 'closed' orders will not be accepted and will be treated as a new order with minimum order requirements. For Made-to-Order product orders, there is a 100% cancellation charge once engineering, procurement, or manufacturing has begun. For any special length product orders, there is a 30% cancellation charge once the order has been processed.																																	
Shipments	Orders are shipped subject to availability and credit approval. Urgent orders for Factory Inventoried products, requesting same day shipment (Self-Regulating cable, Components and Accessories) ,in stock at TSM warehouse, must be received prior to 10 am Central time and do not qualify for freight pre paid. All urgent order should be coordinated with TSM tech support. Orders that require special handling cannot be guaranteed same day shipment																																	
Freight Costs	Freight costs are calculated based on weight, destination & origin. Freight prepaid is not available on heating cable products																																	
Factory Inventoried & Qualified for Freight Products	All TSM, Chromalox & Warmup "Factory Inventoried", "Qualified for Freight", "Made to Order", and "Custom" product orders shall be shipped from the manufacturer or TSM warehouse ground freight via TSM selected carrier or customer carrier account.																																	
Drop Ship	All Drop Ship orders, regardless of size or type of product, shall be shipped from the manufacturer or TSM warehouse via TSM or manufacturer selected carrier prepaid.																																	
Lengths	The following heating cable orders are shipped according to maximum spool tolerances. A \$50 cut charge may be added depending on length required, number of cuts and warehouse availability. <table border="1"><thead><tr><th>Cable Type</th><th>Minimum Lengths</th><th>Maximum Continuous Reel Length Possible</th></tr></thead><tbody><tr><td>SRF 3, 5, 8</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>SRF -RG, RGT</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>CWM 8,12</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>SRL 3, 5, 8, 10</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>SRL 3, 5, 8, 10</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>SRP 5, 10, 15, 20</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>HWM 5, 10</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>SRM/E 5, 10, 15, 20</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>HSRM 5, 8, 10, 15, 20</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>HSRL 3, 5, 8, 10</td><td>100 ft</td><td>1000 ft</td></tr></tbody></table>	Cable Type	Minimum Lengths	Maximum Continuous Reel Length Possible	SRF 3, 5, 8	100 ft	1000 ft	SRF -RG, RGT	100 ft	1000 ft	CWM 8,12	100 ft	1000 ft	SRL 3, 5, 8, 10	100 ft	1000 ft	SRL 3, 5, 8, 10	100 ft	1000 ft	SRP 5, 10, 15, 20	100 ft	1000 ft	HWM 5, 10	100 ft	1000 ft	SRM/E 5, 10, 15, 20	100 ft	1000 ft	HSRM 5, 8, 10, 15, 20	100 ft	1000 ft	HSRL 3, 5, 8, 10	100 ft	1000 ft
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Shipping Tolerances	The following length tolerances apply to self-regulating heating cable shipments: Stocking orders & Drop-Ship orders: +10% / -0% (Reflected on Invoice)																																	
Returns	All product returns must be accompanied by a Return Goods Authorization (RGA) to Thomas Sales & Marketing and are subject to the rules written on the RGA, and must be freight pre-paid by the shipper. (Continuous lengths of cable less than 150 ft. cannot be returned) All returns are subject to a minimum restocking charge of 25%, unless authorized in accordance with the following exceptions: 1. With prior approval from Thomas Sales. 2. Product not as ordered 3. Products shipped within 90 days of being declared obsolete 4. Product determined by Thomas Sales & Marketing, as well as coordinating manufacturer, to be defective																																	
Payment Terms	Net 30 days from date of shipment.																																	