

## 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](http://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.

<b>Orders</b>	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.																																							
<b>Where To Place The Order</b>	Thomas Sales & Marketing, Inc. Standard Factory Inventoried Products All orders should be placed through Thomas Sales & Marketing, Inc. cindi@thomassalesinc.com Office: (630) 834-3777 Fax: (630) 834-3888																																							
<b>Support</b>	Quoting Made-to-Order products, product information or technical enquiries contact TSM tech support matt@thomassalesinc.com Office: (630) 834-3777 Fax: (630) 834-3888																																							
<b>Changes, Cancellation</b>	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.																																							
<b>Shipments</b>	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																																							
<b>Freight Costs</b>	Freight costs are calculated based on weight, destination & origin. Freight prepaid is not available on heating cable products																																							
<b>Factory Inventoried &amp; Qualified for Freight Products</b>	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.																																							
<b>Drop Ship</b>	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.																																							
<b>Lengths</b>	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>XL Trace 5, 8, 12</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>Ice Stop GM1&amp;2X</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>Electromelt EM2-XR</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>HWAT R2&amp;P1</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>Raysol 1&amp;2</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>BTV1/2 3, 5, 8, 10</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>QTV1/2 10, 15, 20</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>XTV1/2 5, 10, 15, 20</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>VPL1/2/4 5, 10, 15, 20</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>HBTV1/2 5, 8, 10</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>HQTV1/2 12, 20</td><td>100 ft</td><td>1000 ft</td></tr><tr><td>HXTV1/2 5, 10, 20</td><td>100 ft</td><td>1000 ft</td></tr></tbody></table>	Cable Type	Minimum Lengths	Maximum Continuous Reel Length Possible	XL Trace 5, 8, 12	100 ft	1000 ft	Ice Stop GM1&2X	100 ft	1000 ft	Electromelt EM2-XR	100 ft	1000 ft	HWAT R2&P1	100 ft	1000 ft	Raysol 1&2	100 ft	1000 ft	BTV1/2 3, 5, 8, 10	100 ft	1000 ft	QTV1/2 10, 15, 20	100 ft	1000 ft	XTV1/2 5, 10, 15, 20	100 ft	1000 ft	VPL1/2/4 5, 10, 15, 20	100 ft	1000 ft	HBTV1/2 5, 8, 10	100 ft	1000 ft	HQTV1/2 12, 20	100 ft	1000 ft	HXTV1/2 5, 10, 20	100 ft	1000 ft
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<b>Shipping Tolerances</b>	The following length tolerances apply to self-regulating heating cable shipments: Stocking orders & Drop-Ship orders: +10% / -0% (Reflected on Invoice)																																							
<b>Returns</b>	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																																							
<b>Payment Terms</b>	Net 30 days from date of shipment.																																							