



## Zilmet USA Shipping Terms and Conditions

### **Contiguous FFA:**

- FFA Varies by territory and region
- Orders of ActivFlo ONLY: 6 pieces or more
- Orders of ZEP1 only: 225 pieces or more – Shipped on a pallet
- Standard commercial expansion tanks are FFA

### **Commercial ASME Products**

- For immediate shipment only. Delayed shipments not accepted
- Lead times are estimates and are subject to change without notice
- ASME tanks need to be submitted on a separate PO from other products
- Custom ASME tanks available upon request (High PSI, stainless steel, clips and accessories, etc)
- QUICK SHIP PROGRAM: We stock certain ASME tanks for immediate shipment to assist customers who need ASME tanks but cant wait for production times. These tanks are available for a 10% surcharge on top of net pricing and freight is not included. For a list of available items please contact our office: 401-884-4943

### **Shipping and Handling:**

- UPS/FedEx Ground Shipments incur an \$8 fee per box per order, even on collect shipments
- Tanks can not be shipped UPS Air and must go UPS Ground

### **Warranties:**

- All warranty requests can be submitted by filling out the online form found at: <https://www.zilmetusa.com/warranties>
- Warranties are processed once a month
- Warranty procedures can be found at: <http://zilmetusa.com/warranties>

### **Restocking Fee:**

- Return of any product is subject to approval
- Items must be in original packaging and be unused
- 25% restocking fee applies for all standard expansion tanks. Customer responsible for return freight.
- Commercial products and Heat Exchanger sales are final and are unable to be returned

**LTL Policies:**

- All freight accessorials will be passed on to customers regardless of FFA
- Charges could include but are not limited to:
  - Lift Gate Service
  - Limited Access Fee
  - Residential Delivery Fee
  - Re-delivery fee
  - "Call Before Delivery" orders

**Freight Shortages and Damages:**

- Zilmet USA must be notified of shortages/damages within 48 hours of receipt of goods
- Shortages/damages must be noted on the bill of lading
- Shortages/damages can be reported to: [info@zilmetusa.com](mailto:info@zilmetusa.com)

**Product Installation and Operation manuals:**

- All instruction and operation manuals can be found at our website:  
<http://zilmetusa.com/Installation-Manuals-and-Product-Certifications>

**To be added to our Product Bulletin and Email Blast list:**

- Send your name and contact info to [info@zilmetusa.com](mailto:info@zilmetusa.com) with the subject line:  
SEND ME INFORMATION

**Please call 401-884-4943 or email [info@zilmetusa.com](mailto:info@zilmetusa.com) with any questions or requests**