



GENERAL INFORMATION

Terms of Sale:

Net 30 days (Subject to credit approval).

Remittance:

Forward payment to: Berner International Corp.
PO Box 645018, Pittsburgh, PA 15264-5018

Price Policy:

- A. All prices are subject to change without notice.
- B. Orders will be accepted from authorized customers only with the understanding that prices will be those in effect at the time of shipment.

Freight:

- A. FOB New Castle, PA with freight included to the first destination continental USA
- B. Freight is only included for mechanical and electrical accessories when the accessories are ordered with an air curtain.
- C. A \$35.00 net fee will be added to all orders when a 24 or 48 hour prior notification is requested.

IMPORTANT:

- A. Check all Order Acknowledgments and Invoices carefully to make sure they are in agreement with the original purchase order.
- B. For all purchase orders of \$50.00 or less (excluding freight, taxes, etc.) a credit card must be used for the transaction. There will be a \$6.95 shipping and handling charge added to the order.

RETURNS

- A. Returned Material Authorization (RMA) number must be obtained from Berner (call 800-245-4455 or 724-658-3551).
- B. No product return will be accepted without an RMA number, which should be marked on the outside of the carton/skid. If no RMA number is present, the product will be refused and returned to the customer.
- C. Authorized return goods are to be shipped, freight prepaid, to Berner.
- D. No returns after 60 days.
- E. Berner International Corp. is not liable for any damages to equipment incurred in the transportation or delivery of the returned equipment.

RESTOCKING FEES

Unheated & Electric	Steam & Hot Water	
50% fee, minimum of \$200.00	75% fee, minimum of \$300.00	when all equipment is new and unused, in the original carton and no replacement model is ordered
30% fee, minimum of \$150.00	50% fee, minimum of \$250.00	when all equipment is new and unused, in the original carton and a replacement model is ordered
0% fee	0% fee	when the equipment is returned because of a manufacturing defect or an error by Berner

Note: Restocking fees are a percentage of the invoice total. Customer is responsible for the return freight, and cost of any freight damage. Credit issued pending receipt and inspection of the equipment.

Non-Returnable

- A. Previously installed units.
- B. Units packaged in other than original packaging.
- C. Electrical accessories.
- D. Custom equipment (all equipment other than standard cataloged products including custom colors/finishes).
- E. Discontinued products.

DAMAGES AND SHORTAGES

- A. Equipment is inspected and tested before packing.
- B. Equipment is packaged to ensure the best possible protection of the merchandise.
- C. Inspect equipment before accepting shipment.
- D. **EXTERNAL DAMAGE:** Evidence of loss or damage must be noted on the freight bill or express receipt and signed by the carrier's agent at the time of delivery.
- E. **INTERNAL DAMAGE:** Immediately inspect the equipment for any concealed damage from transit. Damage should be reported to the carrier within ten days of receipt.
- F. Forms for filing damage claims are available from the carrier. Safe delivery is the responsibility of the carrier.
- G. **The person receiving the goods is responsible for filing the freight claim for concealed and visible damage.**
- H. **SHORTAGES:** Berner is only responsible for shortages when notified within 3 days of receiving the shipment.

ORDER CANCELLATION

- A. 100% cancellation fee for Berner manufactured parts for all custom orders.
- B. 50% fee for non-stock replacement parts.
- C. 30% fee of total order (minimum of \$125) if the work is in progress or if the order has been completed.
- D. \$75 charge when order has been entered and all paperwork is in progress, but production has not been started.
- E. No charge when order has not been entered.

ORDERING INFORMATION

Technical Information:

When required, approved drawings, field dimensions, shipping address and firm shipping date (month, day and year) must be received before equipment can be scheduled for production.

Freight Classification:

- A. Air Curtains: Class 85

E-mail orders to: sales@berner.com

Fax orders to: (724) 652-0682

Mail orders to:

111 Progress Avenue, New Castle, PA 16101

Telephone Orders & Inquires:

(724) 658-3551, (800) 245-4455

Website: www.berner.com

LIMITED WARRANTY

Berner International warrants all new equipment to be free of defects in workmanship and material. Claims will be honored for equipment that has been properly cared for, installed and operated. Warranty excludes any labor charges.

A. Air Curtain models:

Five years (5 years) on unheated models,
Two years (2 years) on heated models
from the original date of shipment.