

International Order Policy

International order policy terms and conditions will be applicable whenever buyer is located outside of the U.S. and Canada. International buyers submitting an order request can and will be subjected to provide additional information (destination, customer name, product use). Our request for additional information is used for the sole purpose to identify fraud risks and to adhere to local international law governed by the United States. We understand that some of these procedures are intrusive, but they're in place for the protection of both parties.

All commodities, technology, or software exported from the United States will be handled in accordance with the export administration regulations. Diversion contrary to U.S. law is prohibited. Buyer's acceptance agrees product is not for re-export to Cuba, Iran, North Korea, Sudan, Syria or any other country or entity that has a US Embargo, Sanction, and/or a Denied Persons.

HTS will be provided for informational purposes only. Burt Process Equipment bears no responsibility for improper classification of goods by the USPP / Exporter; if information is deemed incorrect by US Export Regulations. It is the exporters sole responsibility to ensure all export regulations and classifications are performed as well as provided to the exporting authorities in compliance with Export Administration Regulations and US Customs authorities.

Burt Process Equipment is proud to ship to customers in many countries around the globe including.

North America: United States, Canada, Mexico, Puerto Rico, Virgin Islands

Asia/Asia Pacific: Australia, Japan, Northern Mariana Islands, Guam, Macau, Singapore, Hong Kong, New Zealand, Taiwan

Europe/East China: Austria, France, Luxembourg, Slovenia, Belgium, Germany, Malta, Spain, Bulgaria, Greece, Netherlands, Sweden, Cyprus, Hungary, Norway, Switzerland, Czech Republic, Ireland, Poland, United Kingdom, Denmark, Italy, Portugal, Estonia, Latvia, Romania, Finland, Lithuania, Slovakia

For orders going to countries, we do not ship to, the Customer would need to arrange pickup from our warehouse.

Restrictions:

Some items cannot be *exported* due to manufacturer or government restrictions all orders are subject for review of these restrictions. Please note that products shipped internationally may not be designed in accordance with destination country standards, specifications, and labeling requirements. The customer is responsible for determining that products can be lawfully and legally imported into the destination country.

Quotations:

Unless otherwise noted, all quotations are quoted Ex Works (EXW), in US Dollars (USD\$) and are valid for 30 Days. The quotation is for goods only and does not include freight or any additional fees. If the buyer prefers that Burt Process Equipment arranges transportation, we will do so at the buyer's risk and cost.

Minimum Order:

There is a \$150.00 minimum order value.

Purchase Order:

The purchase order will need to be in English and US Dollars (USD\$). Terms and conditions that do not align with Burt Process Equipment's policy will need to be removed. Please notate the end user's destination for the items.

Payments:

Payments are due in full (including shipping costs) at the time the order is placed in US Dollars (USD\$). A Proforma Invoice will be provided once an order request is accepted. Remittance will be required within 14 days unless otherwise notated on the Proforma Invoice.

- (1) **Credit Cards:** We accept Credit Card Payments up to \$800.00. We accept Visa, MasterCard and American Express. Bank regulations require that the billing address of the order match the billing address associated with your credit card. Documents for verification may be required.
- (2) **PayPal:** We accept PayPal up to \$800.00 and strictly adhere to their policy for your protection. We will ship only to the address on your PayPal account and will via methods with tracking only. For orders over \$250.00 we require delivery confirmation.
- (3) **Money Wire Transfers:** We accept all money wire transactions. A fee may be applicable.

Costs

Shipping costs are the responsibility of the Customer. We provide estimates based on expected weights, dimensions, origin, destination, and any additional services required such as signature confirmation or insurance.

We provide the best estimates we can for shipping costs in advance. Occasionally, the shipping amount listed on your order may not be accurate due to unexpected dimensions of the package. In this case, your sales representative will make you aware of any additional charges for remittance to be arranged. If response is not received within 30 days, the items will be deemed abandoned and the funds and goods will be forfeited.

Additional Fees:

Shipping costs are not landed costs. Orders that are shipped to countries outside the United States may be subject to import taxes, customs tariffs, and fees levied by the destination country or the shipping company. These charges are the customer's responsibility and will be billed by the appropriate party in transit. We have no control over these charges and are unable to estimate them. Tariffs and taxes are neither collected nor included in your price calculation at the time of your order for an estimate of these fees, which vary by region, contact the customs office in your area.

Carriers:

For standard packages, our default carrier is UPS. We will ship FedEx or DHL International Collect only. You are also welcome to arrange pickup of your packages from our location in the USA. For oversized items, packages will be shipped via an international freight forwarder via door-to-door or door-to-airport service, depending on your location.

Backorder Products

Our standard practice when an international order contains a backorder is to hold the shipment until all items are available. If you are placing an order that does contain a backorder and want the in-stock items shipped ahead of the backordered item(s), we can do that; however, please be advised that there will be additional shipping charges assessed, and we will make you aware of such charges in advance with remittance options.

Delays:

Burt Process Equipment does not assume responsibility for any fees or penalties assessed due change in manufacturer lead time or delays during transit. International packages are more likely to encounter delays. We can assist you by providing tracking information, but the Customer is solely responsible and assumes all risks in transit. We suggest insuring your package.

Shipment Returned to Sender:

If an order is refused or returned to Burt Process Equipment due to incorrect address information or because it was declined or undeliverable, Burt Process Equipment reserves the right to retain the original shipping/handling fee and to charge the payment method originally used for costs we incur related to the return of the goods. The buyer would then be responsible for arranging a new shipment within 14 days or forfeit their funds and goods.

International Return Policy

All returns require a Return Material Authorization (RMA) number. ALL requests for an RMA must be made within thirty (30) days from the shipment invoice date. Contact rma@burtprocess.com or your sales representative if you wish to request an RMA. Customer is responsible for all inbound and outbound shipping charges.

Defective or DOA Product

Product that is defective or Dead-On Arrival (DOA) will be repaired, replaced, or credited according to the manufacturer's and/or distributor's warranty policy. Customer is responsible for return shipping charges as well as re-shipment charges outside of the United States. The customer will be contacted with the outcome of the warranty evaluation to provide instructions regarding the return of the product. If we receive no response within 30 days, the customer agrees to relinquish all right and title to and waives all claims against Burt Process Equipment for credit related to such products and the product will be disposed of.

Non-Defective Returns

Burt Process Equipment follows the manufacturer's cancellation and return policy. A restocking fee may be applicable. Customer is responsible for all return shipping charges.

All products returned must be complete. This includes all original manufacturer's protective packaging (including electrostatic protection), manuals, software, documentation, cables, or other accessories originally shipped with the product, blank warranty cards, and original UPC codes on the box. Credit is issued upon acceptance of the return. The product and the packing must be in new, sellable condition.

Shipping Damage

Shipment terms are Ex works or FOB-Origin – any damage or loss in transit is the responsibility of the buyer. When shipping with Burt Process Equipment's carrier and product arrives with damage the recipient must refuse the shipment and notate the reason for refusal on the carrier's 'attempted delivery' record. Burt Process Equipment should be notified within 15 days with a copy of the refusal slip for us to file a damage in transit claim with our carrier on the buyer's behalf. Pictures of the refused and damaged package are also helpful for a successful claim approval.

Overgood

Overgood are unauthorized returns. Any products returned without a valid RMA number are considered overgood. Additionally, any returned products that do not meet the original requirements for that return will be classified as overgood. We will contact the customer to advise whether we should return the products or dispose of them. All freight costs must be prepaid or on a collect account. If we do not have a response within 30 days, Customer agrees to relinquish all right and title to and waives all claims against Burt Process Equipment for credit related to such products.

Customer Responsibilities

Burt Process Equipment International Sales can be reached at 1-203-287-1985 or via international@burtprocess.com and they will process your RMA request. Based on the information you provide; Burt Process Equipment will determine if the product is eligible for an RMA. No returns of any type will be accepted without an RMA number. For prompt service, please have as much of the following information available as possible: Customer name, phone number and extension, Customer purchase order number(s), part number(s), serial number(s), and quantity, product condition, and reason for the return request. The Customer is responsible for shipping charges on returned items and all risk of loss. Burt Process Equipment recommends that all shipments have full insurance coverage. If the original box is not suitable for shipping, the Customer is responsible for repacking the product to avoid damage to the original packaging and the product itself. Boxes made of thin cardboard with clear plastic wrapping are an example of boxes that may need to be repackaged or over-boxed. The Customer should discuss the possibility of restocking fees being assessed with a Burt Process Equipment representative. Burt Process Equipment will be able to provide the amount of and reason for the fee(s) on a case-by-case basis. If approved, the RMA team will provide the RMA number, "ship to," and other pertinent information.