

## Inside sales team Policy information – 2015

### Inside Sales Team

#### ABB Inc., Totalflow and Upstream Oil and Gas

If you need to reach us, call the following 800 number and follow the menu selection:

Phone 800-442-3097 (US) or 1-918-338-4880 (International)

- Select 1 for placing orders or requesting a RA or email [totalflow.order@us.abb.com](mailto:totalflow.order@us.abb.com)
- Select 2 for technical assistance or email [totalflowsupport@us.abb.com](mailto:totalflowsupport@us.abb.com)
- Select 3 for training classes or email [totalflow.training@us.abb.com](mailto:totalflow.training@us.abb.com)
- Select 4 for quotations or other inquiries or email [totalflow.inquiry@us.abb.com](mailto:totalflow.inquiry@us.abb.com)

#### Our mailing address is:

ABB Inc.  
Inside Sales  
7051 Industrial Blvd.  
Bartlesville, OK 74006  
USA

#### Our shipping address:

ABB Inc.  
RA# XXXXX  
7051 Industrial Blvd.  
Bartlesville, OK 74006  
USA

Our web site can be accessed at [www.abb.com/totalflow](http://www.abb.com/totalflow).

Our business hours are 8:00 a.m. to 5:00 p.m. US Central Daylight Time (0800- 1700 Hours), Monday - Friday, except for the following 2015 holidays:

January 1	New Years Day
May 25	Memorial Day
July 4	Independence Day
September 7	Labor Day
November 26-27	Thanksgiving
December 24-25	Christmas

## Order Shipment

Shipment terms are handled on a case-by-case basis, according to mutually agreed upon terms and conditions in your purchase order and our order acknowledgment procedures.

Our preferred shipment method is freight collect to your account. Account number is required when purchase order is placed. If you prefer to not use freight collect we will handle shipping arrangements via ABB preferred carriers and add freight and handling charges to your invoice at time of shipment.

### Our acceptable incoterms are ExWorks, Shipping Point.

1. Rush orders:
  - Same Day Shipment - A \$50 fee is added to all orders. This fee covers expedited order processing and parts handling. Same day shipment is only guaranteed if order is placed before 11:00 a.m. US Central Daylight time and part is available.
  - Delivery on Saturday, holidays, and (AM) delivery must be specifically requested at time of order and may result in additional shipping charges. This service is intended for customers who have an emergency need for a few parts, not for restocking orders. Most rush orders are for 1-5 items up to a maximum of 8.
2. Shortage:
  - You must inspect goods promptly upon receipt and submit any claim for shortage within 10 days after receipt or any such claim will be waived.
3. Items returned for Credit/Restocking
  - Notify our Returns department of request for credit/restocking.
  - 15% restocking fee will be charged for material returned for credit within 60 days from original shipment date.
  - Items that arrive in as-new condition will be credited to your account, less the restocking fee, less freight.
  - Material being returned for credit must be returned within 30 days after receiving the RA number from ABB.
  - Customer is responsible for the freight charges involved in shipping the material to ABB.

## Additional Information for International Shipments

1. A minimum parts order of \$100 US is required for all international shipments outside the Continental US.
2. Rush orders are shipped the next day if the order is placed before 12:00 p.m. US Central Daylight time and the part is available. A \$50 fee plus freight is added to all rush orders. This fee covers expedited order processing and parts handling.
3. Warranty orders are shipped UPS, CFR Bartlesville, freight prepaid & not billed to buyer.
4. A crating charge will be added if shipping method is ocean freight.

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5. Any material we ship outside the Continental US will be sent on a Free Domicile, or DAT (Delivery At Terminal) basis. Customer is responsible for duties and taxes on all shipments. Any third party shipping charges received by ABB Bartlesville will be billed back to the buyer.
6. A \$150 fee is required on all international orders that request a chamberized certificate of origin.
7. A \$450 fee is required on all international orders that request legalization through an embassy.
8. A \$50 fee is required on all international orders that request a certificate of conformity.
9. International exchanges will be billed at full price at time of shipment. We will then issue a credit for the difference of exchange and new price upon receipt and evaluation of the core material.
10. International warranty exchanges will be billed at full price at time of shipment. We will then issue a full credit upon receipt and evaluation of the core material.

## Warranties

See ABB Terms and Conditions section 8. Warranties and Remedies for details.

## Field Offices

We have field offices located at the following locations:

### Bakersfield, CA

4300 Stine Road, Ste 405-407  
Bakersfield, CA 93313  
Phone: 661-833-2030

### Liberal, KS

2705 Centennial  
Liberal, KS 67901  
Phone: 620-626-4350

### Odessa, TX

3900 S County Rd 1290  
Odessa, TX 79765  
Phone: 432-563-5144

### Natrona Heights, PA

2 Acee Drive  
Natrona Heights, PA 15065  
Phone: 724-295-6124

### Pleasanton, TX

150 Eagle Ford Rd  
Pleasanton, TX 78064  
Phone: 830-569-8062

### Field Office Policies:

A \$8.00 handling fee is added to all orders placed at a field office.

## Remit to Address for Paying ABB Invoices:

ABB Inc.  
PO Box 88868  
Chicago, IL 60695-1868 US

## Returns, Repairs, and Exchanges

All returns to ABB require a Return Authorization (RA) number. Any material returned to ABB without a RA# will be returned to the customer at the customer's expense.

Contact our Returns department at 1-800-442-3097(USA) or 918-338- 4880 (International) (Prompt 1) before shipping items back to us.

Include the following information when requesting a return:

- Reason for return
- Your P.O. number for exchanges and repairs not covered by warranty
- Warranty sticker expiration date

### 1. Items under Warranty

- Notify our Returns department of the claim to receive a warranty exchange part. The part will be shipped within 2-10 working days if the part is stocked or built by ABB. Nonstocked items will be shipped as soon as possible.
- Customers must return the part that has failed under warranty within 30 days. Parts not returned within 30 days will be billed at list price.

### 2. Repairs

- Notify our Returns department of request for repair.
  - Do not send back non-repairable parts unless asked to do so by our Returns department.
  - Repairs have a 90 day warranty.
- Flow Computer, NGC
- Repairs typically take up to 4-6 weeks at factory after the part arrives based on parts availability. Allow another week for shipment back to you.

### Boards

- Boards that can be repaired are listed in the Totalflow Electronic Board Repair Service Brochure.
- See brochure for details.

### 3. Exchanges (warranty has expired)

- Notify our Returns department of request for exchange.
- Items that can be exchanged are shown in the price list. Some restrictions may exist. Call for specific exchange requests.

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- Please provide serial number of the part you are returning.
- Exchange parts are used parts that are refurbished to “like new” condition and are fully tested.
- Exchange parts are shipped within 2-10 working days after order receipt based on availability.
- Customers must return original part to be exchanged within 30 days of ABB shipping exchange order.
- Parts not returned within 30 days will be billed at list price.
- Exchanges have a 12 month warranty.

## Return Shipping Instructions

1. All parts should be returned to the following address:  
ABB Inc.  
RA # XXXXX  
7051 Industrial Blvd.  
Bartlesville, OK 74006  
USA
2. Include the RA number both on and in the package. Also complete the return parts tag including the following information to help us diagnose the problem.

Part #	Part Description	Serial #
Symptom	Contact Name & Email	Phone #
3. Never use a RA number more than once unless instructed to do so by our Returns department.
4. Always pack electronic board in anti-static containers and XIMV's, IMV's, or XMV's in original boxes. Upon request, ABB will ship packing material for returns.
5. For international returns, prepare shipping invoice (in English) to accompany goods, showing:
  - Name of shipper
  - Name of consignee
  - RA number
  - Part numbers
  - Description of parts
  - Quantity
  - Country of origin
  - Declared value
  - Tariff Number
  - For the above items please use the information from the return authorization order acknowledgement that is emailed.

6. Email all shipping documents to order entry at [totalflow.order@us.abb.com](mailto:totalflow.order@us.abb.com). These are basic US Customs requirements.
7. International returns must be sent on a Free Domicile, or DDP (Delivered Duty Paid) basis. Any third party shipping charges received by ABB Bartlesville will be billed back to the shipper.

## Quotations

1. All quotations use the prices in the parts list.
2. You are encouraged to prepare your own purchase order or quotation, if applicable, using the parts list.
3. Formal quotation requests need to be emailed to [totalflow.inquiry@us.abb.com](mailto:totalflow.inquiry@us.abb.com).
4. Formal quotations will be provided as quickly as possible.

## Product Support

ABB's policy is to provide functionally interchangeable parts during the time a standard product is offered for sale.

Part offerings after point of sale are subject to our product life cycle policy and may vary by product.

No guarantee of parts availability, repair capability, or functionally equivalent goods is offered for items manufactured by other vendors and sold with ABB products.

## Parts Orders

- Orders can be placed by:  
Email totalflow.order@us.abb.com  
Fax 918-338-4607  
Phone 1-800-442-3097 (USA) or  
Phone 918-338-4880 (International)  
Verify that “Confirming Order” is printed on written confirmations of phone orders to avoid duplicate orders.
- Include this as the Vendor on your purchase order:  
ABB Inc. or ABB Inc.  
7051 Industrial Blvd. PO Box 88868  
Bartlesville, OK 74006 Chicago, IL 60695-1868
- Include the following information with all orders:
  - Quotation Number
  - Contact Name
  - Phone Number
  - Fax Number
  - Email Address
  - Billing/shipping instructions including collect account number
  - End-user
  - City of end-user
  - Country of end-user
- Order acknowledgment documents are emailed the same day the order is entered. Orders are verified for technical accuracy, commercial terms, and shipping terms before acceptance.
- Orders requesting parts not in the price list require more time for order acknowledgment to verify delivery and availability. You will be notified of any problems or delays.
- Inquiries of order status should include purchase order number or our order number. The RA number is sufficient for tracking exchange or repair orders.
- Lead times from order placement to estimated ship date are:
  - XIMVs/IMVs 2-10 working days
  - Parts in stock 2-10 working days
  - Parts on backorder 2-9 weeks
  - Special order parts 3-6 weeks

**Lead times subject to change without notice based on parts availability.**

## Systems Orders

- Orders can be placed by:  
Email totalflow.order@us.abb.com  
Fax 918-338-4607  
Phone 1-800-442-3097 (USA) or  
Phone 918-338-4880 (International)  
Verify that “Confirming Order” is printed on written confirmations of phone orders to avoid duplicate orders.
- Include this as the Vendor on your purchase order:  
ABB Inc. or ABB Inc.  
7051 Industrial Blvd. PO Box 88868  
Bartlesville, OK 74006 Chicago, IL 60695-1868
- Include the following information with all orders:
  - Quotation Number
  - Contact Name
  - Phone Number
  - Fax Number
  - Email Address
  - Billing/shipping instructions including collect account number
  - End-user
  - City of end-user
  - Country of end-user
- Order Acknowledgment documents are emailed the same day the order is entered. Orders are verified for technical accuracy, commercial terms, and shipping terms before acceptance.
- Orders requesting special material require more time for order acknowledgment to verify delivery and availability. You will be notified of any problems or delays.
- Inquiries for order status should include purchase order number or our order number.
- Lead times from order placement to estimated ship date are:
  - LevelMasters 3-8 weeks
  - Special order material 3-6 weeks
  - uFLOs 2-5 weeks
  - XFCs 2-5 weeks
  - XRCs 2-5 weeks
  - Analytical Products 3-8 weeks
  - Wireless Products 2-5 weeks

**Lead times subject to change without notice based on parts availability.**

- Order cancellation
  - 15% restocking fee will be charged for system orders cancelled after the units have been built.