

Policy Information

Customer Services

If you need to reach us, call the following 800 number and follow the menu selection: Prompt 1 for Order Entry, 2 for Technical Support, 3 for Training, and 5 for Sales.

800 Toll Free Number (USA) 1-800-442-3097
International Number 918-338-4880
Fax 918-338-4607
Or email us at totalflow.order@us.abb.com

Our mailing address is:

ABB Inc.
Totalflow Customer Service
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.

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 2009 holidays:

January 1-2	New Years Day
May 25	Memorial Day
July 3	Independence Day
September 7	Labor Day
November 26-27	Thanksgiving
December 24-25	Christmas

Parts Orders

1. 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.
- Mail ABB Inc.
Totalflow Customer Service
7051 Industrial Blvd.
Bartlesville, OK 74006
USA

2. Include the following information with all orders:

- Contact Name
- Phone Number
- Fax Number
- Email Address
- Billing/shipping instructions
- End-user
- City of end-user
- Country of end-user

3. 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.

4. 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.

5. Inquiries of order status should include purchase order number or our order number. The RA number is sufficient for tracking exchange or repair orders.

6. Lead times from order placement to estimated ship date are:

- XIMV's/IMV's 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.

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. Unless otherwise specified, we ship freight prepaid and billed back to buyer and UPS is the carrier for ground and air shipments, provided they can deliver according to your expectations.

1. **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.
2. **Rush orders** fall into two categories:
 - Same Day Shipment - A \$50 fee plus freight 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 12:00 p.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.

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. Rush orders are shipped UPS Expedited, Ex-Works Bartlesville, Freight Collect. Please provide your account number on your purchase order.
3. Routine order with a total weight of 100 pounds or less are shipped UPS Expedited, Ex-Works Bartlesville, Freight Collect. Please provide your account number on your purchase order. Other freight carriers may be used upon request.
4. Routine order with a total weight over 100 pounds are shipped via freight forwarding services, Ex-Works Bartlesville, Freight Collect. Please provide your account number on your purchase order.
5. Warranty orders are shipped UPS Expedited, EXW Bartlesville, Freight Prepaid & not billed to buyer.
6. If wooden crating is required, a crating charge will be added. Crating is occasionally needed when the total weight of the parts is more than 100 pounds or a part is delicate and valued over \$5000.
7. Any material we ship outside the Continental US will be sent on a Free Domicile, or DDU (Delivered Duty Unpaid) basis. Any third party shipping charges received by ABB Bartlesville will be billed back to the customer.

Warranties

See ABB Terms and Conditions section 4. Warranties and Remedies for details.

Field Offices

We have field offices located at the following locations:

Bakersfield, CA

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

Liberal, KS

1013 South Kansas Avenue
Liberal, KS 67901
Phone: 620-626-4350

Odessa, TX

3900 S County Road 1290
Odessa, TX 79765
Phone: 432-563-5599

Natrona Heights, PA

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

Field Office Policies:

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

Policy Information

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. Non-stocked 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, Husky FS2, 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 Price List. Some restrictions may exist. Call for specific exchange requests.
- 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.

4. 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.
- Credit item requests beyond 60 days require approval from ABB's Order Entry or Customer Service manager prior to being returned. Approved items will be subject to additional restocking fees based on condition and work required to bring the item up to current shippable revision level. An evaluation may be required to determine the credit allowed.

Return Shipping Instructions

1. All parts should be returned to the following address:

ABB Inc.
RA # XXXXXX
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	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 AMU'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

6. Email all shipping documents to order entry at 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 quotations for items in the parts list require 5-10 working days to complete.

4. Formal quotations for items *not* in the parts list require 2-4 weeks for technical research and preparation of the quotation. You will be notified of any problems or delays.

Product Support

ABB's policy is to provide functionally interchangeable parts during the time a standard product is offered for sale. In addition, either repair capability or functionally equivalent parts are available for 10 years from the date of withdrawal from sale.

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

Policy Information

Systems Orders

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2. Include the following information with all orders:

- Contact Name
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- End-user
- City of end-user
- Country of end-user

3. 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.

4. Orders requesting special material require more time for Acknowledgment to verify delivery and availability. You will be notified of any problems or delays.

5. Inquiries for order status should include purchase order number or our order number.

5. Lead times from order placement to estimated ship date are:

- Levelmasters 3-8 weeks
- Special order material 3-6 weeks
- uFLO's 2-3 weeks
- XFC's 2-3 weeks
- XRC's 2-3 weeks
- Analytical Products 3-8 weeks
- Wireless Products 2 weeks

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

7. 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.

8. 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.

9. Cancellation orders

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

10. 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.
- Credit item requests beyond 60 days require approval from ABB's Order Entry or Customer Service manager prior to being returned. Approved items will be subject to additional restocking fees based on condition and work required to bring the item up to current shippable revision level. An evaluation may be required to determine the credit allowed.