

NOTE: The following policies are taken from our web site (www.hotkilns.com/policies). These policies may change from time to time. For the most current policies please go to our web site. All policies on warranty, shipping damage, export shipping, standard terms and conditions, returns, etc. are covered on the web site.

PAYMENT TERMS

Credit & Debit Cards Accepted: Visa, MasterCard, American Express, Discover, Dinners Club

For shipments outside the United States: Please use wire transfers. Credit cards are not accepted outside of the United States except for US Government APO addresses.

Wire Transfer And ACH Payments: This is normally the quickest and easiest way to make a payment, especially for companies. Contact sales@hotkilns.com for details on how to process a wire transfer. Generally speaking, because of the fees involved for the purchaser, it does not make sense to use a wire transfer for less than about \$1000 (except for export).

ACH Payments are accepted. Call for details.

Purchase Orders: Official written Purchase orders are accepted from public schools and government agencies by fax, email or mail. (An exception is that schools must pay by credit card or wire transfer for all order placed from May 1 to Aug 1 due to the difficulty of getting paid during summer months). Internal requisitions from schools or agencies are not accepted as purchase orders. Terms are not available to non-government entities. Terms may be available to corporations with a D&B Paydex rating of 70 or higher. Late payments will automatically result in the suspension of credit terms.

Advance Payment: Payment by wire transfer, ACH payment or credit card will expedite processing of your order. Payment by personal check requires a three week delay for check to clear. Personal checks must be certified.

COD And Money Orders: No CODs are accepted. COD refers to "Cash on Delivery". No Money Orders are accepted.

ORDERING PARTS

Delivery Times: We maintain a large inventory of replacement parts and the ability to make most custom parts quickly. Stock parts will normally ship that day if ordered before 11:00PM. Most elements ship in 2 days but can take 7 to 10 days (or longer) if they are special. These include older style small elements, some DaVinci elements and APM elements. Some parts like special brick sections are made to order. These can take from 2 to 4 weeks. Special parts are not returnable and the order must be confirmed by email or fax before the order is processed. Most of this information is available by part number on the web site. If downtime is critical for upcoming shows, other deadlines, or for production work, we highly recommend you keep a spare set of elements, thermocouples and at least one relay. These are the most common parts that need replacement.

Restocking: There is a 20% restocking fee for most returned parts. A few have higher restocking charges and some special order or specially made parts are not returnable. This is stated clearly for every part listed on this web site.

SALES TAX AND SALES TAX EXEMPTIONS

Sales Tax: We charge sales tax in Pennsylvania and New Jersey. We charge for kilns, parts and service in those states. We charge for sales tax if the customer buys from and picks up from the factory.

Tax Exempt Requirements: We are strictly responsible for collecting sales tax unless we have on hand valid Tax Exempt Certificates. Our records are subject to audit by the State and we are liable for the tax if not properly. We absolutely charge this tax unless the customer has a valid Tax Exempt Certificate at the time of order or on file with us. The tax certificate must be presented with the order. Credit for sales tax will not be made after invoicing even if a valid Tax Exempt Certificate. If the customer is a tax exempt public institution and the tax exempt number is on the written purchase order that is acceptable.

FREIGHT & HANDLING CHARGES

How We Ship: We ship small parts by UPS or Federal Express and occasionally by Parcel Post. We choose the best one your area based on our experience and cost. In general, packages going west of the Mississippi go by Federal Express Express Saver, and east of the Mississippi go by UPS Ground. Large orders of shelves and tops and bottoms go out by common carrier motor freight. See Export Shipments (hotkilns.com/ export-shipments) for details on shipments outside the USA.

Shipments & Delivery: You can specify Next Day or Second Day Air. All extra charges will be passed on to the customer at cost. Most parts ship a day or two after they are ordered as long as they are in stock. If not specified the parts will ship out regular UPS Ground Service or Express Saver Package (Federal Express).

Shipping Rates: UPS charges or Federal Express charges are at scale rate. (We don't add anything to the cost except for our handling costs.)

Insurance: Insurance charges at cost are automatically added when the value exceeds \$100.

There are Five Categories Of Handling And Carton Charges

Special Wood Crate \$75

Skidded Carton (50 LBS/23 KG Or More): \$40

Large Boxes Shipping By UPS Or FedEx (20 LBS/9 KG Or More): \$15

Medium Sized Boxes (3 LBS/1.5 KG To 20 LBS/9 KG): \$7

Small Packages (Less Than 3 LBS/1.5 KG): \$4