



5902A FM 517

San Leon, TX 77539

Terms of Sale:

Payment terms are Prepaid unless MOSHERFLO PUMPS, LLC provides prior approval. All shipments are FOB origin, and there may be an additional rush fee if orders are processed more quickly than a standard delivery time. Sales of \$20,000 or more require a 50% down payment upon order placement; 25% upon shipment; and 25% net 30 unless otherwise stated.

Pricing

All prices are subject to change without notice. MOSHERFLO PUMPS, LLC and its employees are not responsible for prices quoted by Agents or Distributors. MOSHERFLO PUMPS, LLC and its employees reserve the right to correct prices quoted erroneously.

Warranty

Pumping Units assembled by MOSHERFLO PUMPS, LLC, Inc., San Leon, TX are guaranteed to be free from defects in material and workmanship for one year from date of shipment (not date of installation). MOSHERFLO PUMPS, LLC, Inc.'s obligation under this Warranty, statutory or otherwise is expressly limited to replacement or repair at MOSHERFLO PUMPS, LLC's location in San Leon, TX 77539. Prior to repair or replacement, MOSHERFLO PUMPS, LLC reserves the right to determine such pumps as warranty after inspection. Customer will be responsible for all shipping costs associated with the return of such items for warranty inspection. Prior to shipment of any such materials, customer must contact MOSHERFLO PUMPS, LLC, and obtain an RMA#--the obtaining of such number does not obligate MOSHERFLO PUMPS, LLC to return, repair, or replace such pump/skid/components. Mosherflo Pumps does not assume responsibility for misuse, or any damages incurred as a result of the misuse of the supplied sealing system.

Mechanical seal issues will be handled as follows: Customer must supply information about their system as listed below* and seal will be sent into it's respective Manufacturer (i.e. John Crane, Flex-A-Seal, APEX, etc.) and that Manufacturer will make a final warranty determination on cause of seal failure. After said report is received, Mosherflo Pumps will make a determination as to how this failure in turn affected the pump itself. Mosherflo Pumps will not be held liable for any part of the system outside of what was originally supplied by Mosherflo Pumps.

This Warranty does not apply to a pump upon which repairs or alterations have been made unless expressly authorized in writing by MOSHERFLO PUMPS, LLC management. This warranty does not obligate MOSHERFLO PUMPS, LLC to bear the cost of labor or any transportation charges in connection with replacement or repair of defective parts.

No warranty is made by MOSHERFLO PUMPS, LLC in respect to motors, engines, accessories, etc. as

In no event shall MOSHERFLO PUMPS, LLC, Inc. be liable for consequential damages or contingent liabilities that arise out of the failure of any Mosherflo Pump (or any part or pump supplied by MOSHERFLO PUMPS, LLC) or pump part thereof to operate properly.

Returns

With regards to product returns to MOSHERFLO PUMPS, LLC, Inc. for warranty evaluation, the following guidelines must be followed in order for MOSHERFLO PUMPS, LLC to better serve our customers and represent our distributors.

*Prior to any return and in order to obtain an RMA# for warranty inspection, MOSHERFLO PUMPS, LLC's management team must be contacted and supplied with the following information:

- Photographs of system and system drawings
- Serial # and model number of pumps/pumpskids
- Type of Service and Application
- Location of Application (Indoor/Outdoor; City, State; Elevation)
- Liquid Name (MSDS sheet/SDS sheet is preferred)
- Viscosity
- Fluid Vapor Pressure
- SG
- Temperature of Fluid
- Operation Speed
- Drive Type
- Date of Installation
- Description of Start-Up—Step by Step.
- For Self-Priming Applications: Lift (if applicable)—Tank levels: low and high; open to atmospheric or closed; percentage solids
- Any other relevant information requested at MOSHERFLO PUMPS, LLC discretion
- A 30% restocking fee applies to most items; while some items (especially custom items) are not returnable at all.
- No collect shipments of returned product will be accepted and will be returned at the shipper's expense.