

Helpful Information

Ordering information:

- By telephone during business hours, **773-342-4900** and **888-832-2872**.
Monday – Friday 8 AM to 4:30 PM, Central Time.
- By fax or email 24 hours a day.
Fax: **773-342-0191**
email: **sales@thermoelectric.com**
- By mail on your purchase order or company letterhead.
Thermoelectric Cooling America Corporation
4048 West Schubert, Chicago, Illinois 60639

All orders are subject to written acceptance on our form "Acceptance of Order" with our required terms and conditions, depending upon quantity, price, availability of parts and other considerations.

Prices:

- Prices are quoted F.O.B. Chicago and do not include sales or other taxes. Applicable taxes will be shown as a separate item on the invoice, as will charges for freight.
- Prices are in US Dollars and are subject to change without notice.

Terms:

- Terms of payment are 30 days after shipment, subject to approved credit. New accounts must furnish necessary credit references. Until credit has been established, payment in full with order or C.O.D. may be requested. American Express, Visa and Mastercard are accepted.



Cancellation, Schedule Changes:

- A charge of 15% of net price will be assessed for cancellation of formally accepted orders. Special part numbers containing a (CD or P) prefix are non-cancellable, non-returnable (NCNR). A 100% cancellation charge applies.
- Requests for schedule changes which defer delivery may be subject to price adjustments or other charges.

Returned Goods, Restocking Charges:

- In order to return merchandise for any reason (repair, replacement or credit), a return authorization number must be issued by TECA.
- New merchandise may not be returned for credit beyond 60 days from shipment. Charges for incidental or other damages may also be made.
- All returned goods must be sent freight prepaid. A restocking charge of 15% will apply.

Limited Warranty

In the event a claimed defect in material or workmanship is discovered in any of TECA's products within one year after the date they are delivered to Buyer, and if TECA is notified of the defect in writing by certified mail within 14 days of the date of discovery, then TECA may either, at its sole discretion; a) inspect the product at the Buyer's location, or; b) require that the product be made available at Buyer's expense at TECA's premises for TECA's inspection within 14 days of notification. If after such inspection TECA deems that the products are defective and the defects result from faulty materials and/or workmanship and not in any way from accident, misuse, misapplication, mishandling, modification or alteration by the Buyer or the shipper, then TECA shall, at its sole option, repair or exchange defective products free of charge to Buyer, and return same to Buyer at Buyer's expense, or credit the Buyer the net price of the defective products. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ARE EXCLUDED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL TECA BE LIABLE FOR ANY CLAIM BASED ON BREACH OF EXPRESS OR IMPLIED WARRANTY OR OTHER DAMAGES WHETHER SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, LOST PROFITS, BUSINESS INTERRUPTION, OR LOSS OF BUSINESS OR CUSTOMER RELATIONSHIPS.

TECA reserves the right to change prices and discontinue catalog items without notice. We reserve the right to make changes in specifications, terms and conditions at any time without notice. Information and specifications in our catalog and on our website are believed to be accurate and reliable. TECA, however, assumes no responsibility or liability for their use, nor for the effect of design or specification changes not yet conceived or made.