

**CONDITIONS FOR 10 DAY APPROVAL SHIPMENT OF INSTRUMENTS**

We will ship any instrument of \$550.00 or more in value in the Titan Tool Supply Catalog or website on 10 Day Approval basis. We have this policy because we realize that it is not always possible for you, the customer, to know whether the instrument you have chosen will work in your application. Should you need additional technical information, prior to shipment, you may contact Mr. Frank Menza, President at any of the numbers listed above.

This method has several advantages. You have the instrument on your premises for actual trial. You are not limited in time as you would be if a salesman who may, or may not know its particular advantages or disadvantages brought in the instrument for demonstration.

We ask that you observe these simple conditions for this service:

- (1) That you send us a bona fide purchase order stating that the instrument is to be shipped on 10 DAY APPROVAL basis. This offer is limited to instruments of \$550.00 or more in value.
- (2) That you limit the time in your plant to 10 days for examination of the instrument.
- (3) That you pay any shipping charges incurred to and from our facility should you decide to return the product(s). For non USA orders, you are also responsible for custom duties and taxes.
- (4) If the instrument(s) is purchased using a Discover Card or American Express Credit Card, there is a 3% surcharge assessed on the credit card for the unit(s) returned.
- (5) That the instrument, when returned, be in **NEW, RE-SELLABLE CONDITION** with no scratches or broken or missing parts and a RMA is obtained from our company.
- (6) That you repack the instrument the same manner with appropriate packing material, the way it was shipped to you. This is especially important for all optical instruments, which may suffer internal or hidden damage not obvious on the outside of the package. This comes about from automatic handling equipment used by carriers.
- (7) That, if you think something is wrong with the instrument, you call us prior to returning it back. Many times a simple adjustment is all that is necessary. However, please do not attempt this prior to consulting with us.

If you observe the simple procedures outlined above, we believe our 10 Day Approval Program will allow you the chance to examine our instruments to see if they fit your needs.

Sincerely,

Frank D. Menza  
President