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Solutions in Precision  
Displacement Sensors**

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## Miniature Position Transducers

# Policies and Conditions

### Placing an Order

When ordering, use the complete model number (including any part number suffixes indicating product options) as well as a description of the product and its options. You may enter orders by phone, fax, or [e-mail](#) directly with Firstmark Controls or with a Firstmark Controls [representative](#).

### Shipments Outside the USA

Firstmark Controls assumes no responsibility for the collection of local VAT and/or import duties. Customs clearance, duties and taxes are the sole responsibility of the purchaser.

### Shipping Point

Ex Works Creedmoor, North Carolina USA (reference: <http://www.investopedia.com/terms/e/exw.asp> and [http://en.wikipedia.org/wiki/Ex\\_Works](http://en.wikipedia.org/wiki/Ex_Works))

### Prices

All prices are ex works Creedmoor, North Carolina USA in US dollars (USD). Applicable duties, tariffs, and taxes are extra and paid by the buyer. Prices are subject to change without notice.

### Quotes

Quotes are valid for 30 days unless otherwise stated.

### Discounts

Quantity discounts are available when appropriate quantities are ordered in a single order.

### Payment Terms

Net 30 terms are available upon approved credit. All funds shall be in US dollars (USD). VISA, MasterCard, American Express, and COD payment methods are accepted.

### Acknowledgement and Delivery

We acknowledge all purchase orders, including delivery and billing information, upon receipt. We ship all products using best commercial practices for ensuring safe delivery under normal shipping conditions. Shipping methods are selected by the customer. When appropriate, product data sheets and instructions are included with each shipment.

### Warranty

Firstmark Controls warrants its products are free from defects in material or workmanship under normal use and service for a period of 12 months from date of shipment, excluding displacement cable breakage and related damage. Firstmark Controls' obligations under this warranty are limited to replacing or repairing, at our option, at our facility, any of the products that shall within the applicable period after shipment be returned to us, transportation charges prepaid, and that are determined by us to be defective. The warranty does not apply to any products or equipment that have been opened, disassembled, repaired or altered, except by Firstmark Controls, or that have been subjected to misuse,

negligence or accident. Under no circumstances shall Firstmark Controls' liability exceed the original purchase price. The aforementioned provisions do not extend the original warranty period of any product that has been repaired or replaced by Firstmark Controls.

No service work shall be undertaken by the user while the unit is under warranty unless authorized by Firstmark Controls.

#### Returns

Before returning any products, for any reason, you must receive a return material authorization (RMA) number and shipping instructions from Firstmark Controls. Please obtain an RMA number and shipping instructions before returning any materials. Items should not be returned via freight collect as they will not be accepted. If you do not return products as directed above, considerable delay may be added to processing the return.

#### Certificates of Conformance

We supply a Certificate of Conformance with all shipments.

#### General Disclaimer

In accordance with our policy of continuous improvement, we reserve the right to make changes to our products and/or specifications at any time without prior notice.

We make every effort to ensure information provided in our technical literature is accurate and reliable. We cannot, however, assume responsibility for inadvertent errors, inaccuracies, omissions, or subsequent changes. We similarly assume no responsibility for the use of this information, and any and all such use of this information shall be entirely at the user's own risk. No patent rights or licenses applicable to any Firstmark Controls intellectual property described herein are granted to any third party, either directly, by implication, or any other means.

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