

ORDERING MADE EASY– 3 WAYS

- 1 CALL 1-877-607-4501** One of our Inside Sales Associates will be happy to assist you with your buying requirements.
- 2 FAX 770-607-4503** Fill out the “Fax In Order Form” and fax it in. It’s that easy. Your order will be processed and confirmed same day.
- 3 Website www.SouthernHeatCorp.com** Find the items you need right now by accessing our online supply warehouse. Our new interactive website has all the latest products, special pricing and company news.



Terms and Conditions

- **Controlling Terms:** Unless otherwise stated and signed by Thermal Technology Solutions Inc. henceforth known as Southern Heat Corp., these General Sales Terms and Conditions will be the only contract for sale between the two parties. Unless otherwise stated in writing from Southern Heat Corp., these General Sales Terms and Conditions shall be in lieu of all terms and conditions appearing on the face and/or reverse side of any purchase order, acknowledgement, or other document submitted by customer.
- **Minimum Order:** To cover internal processing costs, no order will be taken for less than \$50.00, excluding tax, shipping, and handling fees.
- **Prices:** Prices are subject to change without prior notice.
- **Payment Terms:** All invoices are due in 30 days. All invoices over 30 days are subject to a service charge. For your convenience, we accept Visa, Mastercard and American Express in addition to cash and checks.
- **Freight:** In addition to the cost of the product, a fee will be charged for shipping and handling (freight). Any claim for shortages or damages in transit must be submitted by the customer directly to the carrier.
- **Sales Taxes:** Southern Heat Corp.'s prices do not include any additional taxes including sales tax. It is the responsibility of the customer to provide Southern Heat Corp. with a copy of the Certificate of Exemption from the customer's state. If a copy of the certificate is not provided, the current sales tax rate for Georgia will apply.
- **Returns:** Customer must contact Southern Heat Corp. for a Return Merchandise Authorization (RMA) prior to returning any product. Any merchandise returned must be in new condition and original packaging with all original parts and accessories. All returns must be made within 10 business days of the original invoice date and shipped with prepaid freight. Certain returns may be subject to a restocking fee. Any special made non-stock items cannot be returned for any reason except for warranty purposes.
- **Returns for Repair or Warranty Claim:** After customer has contacted Southern Heat Corp. for an RMA, Southern Heat Corp. will quote a price for repair before the repair is completed. An evaluation fee may be charged if the customer decides not to pursue the repairs.
- **Limited Warranty:** Southern Heat Corp. observes the warranty periods set forth by the manufacturer (typically 1 year from ship date for heaters and sensors, 1-3 years for controls). All warranties are null and void for items subjected to abuse, misuse, neglect, accident, or improper installation. The warranty will also be nullified if the product has been modified or repaired by anyone other than the seller or an authorized representative.
- **Limitation of Liability:** If any product is found to be defective by a representative of Southern Heat Corp., it is the obligation of Southern Heat Corp. under this limited warranty to replace or repair the product.
- **Force Majeure:** Southern Heat Corp. will not be held responsible for delays in performance or nonperformance due to events beyond its control including but not limited to, acts of God, accidents, strikes, war, insurrection, riot, fire, governmental controls or delays in transportation. Southern Heat Corp. will not be liable for lost machine time.
- **Governing Law:** The definition of terms and conditions used, of this Agreement and rights of parties hereto shall be construed under and by the laws of the State of Georgia, giving no effect to its conflicts of laws rules.
- **Variation in Quantity-Non Stock Items:**
 - 1-10 exact quantity
 - 11-24 +/- 1 pc.
 - 25-49 +/- 2 pcs.
 - 50-80 +/- 3 pcs.
 - 81-99 +/- 4 pcs.
 - 100+ +/- 5%