

*Dear Valued Customer:*

## **Please Remember!**

### **For us to properly credit your account:**

All cores sent in for core charge credits to customer accounts must be accompanied with a copy of the corresponding invoice, and received within 30 days of invoice date.

All cores sent in for Repco to purchase from you or credit to your account must be accompanied with a copy of an approved Core Purchase List that has been assigned a P.O. number.

### **For us to properly calibrate your control:**

As of April 1, 2001 all special, older model, and vintage controls sent in for rebuilding must be accompanied by the original or replacement knob that will be used with the control. We must have the knob to calibrate the control to the tolerances that will be used in the field. Warranty returns for calibration will be charged a \$25.00 re-calibration fee.

### **For us to properly care for your control:**

As of May 1, 2001 ALL fittings, attachments, pilots, etc. must be removed from special rebuild items before sending them to us for rebuilding. Due to the volume of work sent through our plant, we can no longer continue to track all fittings and special attachments for each control that comes to us. We want to save our customers the problems that could arise should any special needs items not be returned with each control. We can no longer replace or be responsible for fittings or attachments not returned to customers.

### **Special Services and Fees:**

**FREE FREIGHT ON 25-PC ORDERS!**

(Excluding Flame Switches, Dials, Accessories)

Non-Warranty Determination Fee:

**\$15.00**

Charged Only if Warranty Denied

Repair Fee for Customer-Voided Warranty:

**Full Price**

Diagnostic Fee for Non-Repairable Items:

**\$20.00**

Charged Only if Non-Repairable

Re-calibration Fee:

**\$25.00**

Rear-end Rotation Fee:

**\$12.50**

Conversion Fee:

**\$15.00**

24-Hour Rush Fee:

**\$35.00**

72-Hour Rush Fee:

**\$25.00**

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