



cps® Automotive

Distributor Guidelines – 2022

Orders: All orders are subject to acceptance by CPS Products, Inc. Possession of the cost sheet does not necessarily entitle you to the distributor net prices on the purchase of products.

Standard Payment Terms are: Net 30 Days with approved credit. Invoice date reflects date of order shipment. All invoices are considered past due on the day after the net due date and are subject to a service charge of 1.5% per month.

Pricing: Prices do not include sales or exise taxes. Prices are subject to change without notice. All shipments will be made at price in effect the date the order is received, providing immediate shipment is requested.

Standard Freight Policy is:

TOOLS & CHEMICALS: FOB Hialeah, FL. Prepaid on orders \$2,000 or more to a single destination within the 48 continental states.

EQUIPMENT: FOB Hialeah, FL. Prepaid on orders \$6,000 or more to a single destination within the 48 continental states. All orders under \$6,000 containing equipment are subject to a \$175 flat rate freight charge per pallet. **Additional charges incurred for Lift Gate, Appointment, Re-Delivery, Inside Drop Off, Inside Pick Up, Schools/Colleges/Residential are the responsibility of the customer.**

MASTER CARTONS: Orders must be placed in standard pack quantities. Orders will automatically be rounded up to the nearest standard pack quantity where applicable.

DETERMINE WEIGHT: To determine the weight of your shipment; multiply standard pack by single weight pounds.

SHORTAGES: All claims for shortages must be made within 10 days of receipt of shipment. Claims for in-transit damage must be made with the delivering carrier.

RETURNS: No merchandise will be accepted for return without prior authorization. Call our Customer Service Department at 1-800-277-3808 to request permission to return goods. Instructions on method of return will be given to you at that time. All returns are subject to a 25% restocking fee.

MINIMUM ORDERS: \$100 net, excluding freight costs. Orders totaling less than \$100 net are subject to a \$25.00 handling fee.

REPLACEMENT PARTS: All replacement parts are net priced and not eligible for discounts. This includes "98.." and "99.." series numbers within Uview and MotorVac.

Warranty Statement:

CPS guarantees that all products are free of manufacturing and material defects for one year from the date of purchase. If a product should fail during the guarantee period due to defective material or workmanship, it will be repaired or replaced (at our option) at no charge. This guarantee does not apply to products that have been altered, misused or solely in need of field serviceable maintenance. All repaired products will carry an independent 90-day warranty.

In/Out of Warranty Service and Repair:

No merchandise will be accepted without first obtaining a valid Return Authorization (RA) number from CPS. To request an RA number, simply visit the CPS website www.cpsproducts.com and select the Return Authorization Request option located under the main Support heading. Online instruction is provided to assist with the completion and submission of the form, along with current pricing for common services. Some services require examination of the product before pricing can be provided. All returned items must be freight prepaid or the shipment will be refused. Service costs include return freight back to customer except where noted.

MiST: CPS Automotive warrants the MiST Ultrasonic unit (59160/500-0500) to be free of defects in materials and workmanship for a period of one year, with the exception of Piezo Ultrasonic Transducer, which is warranted for 90 days.

FX Series: FX series products will have a warranty of 1 year labor, 2 years parts and 5 years compressor.

MX Series: MX series products will have a warranty of 1 year labor, 2 years parts and 3 years compressor

For complete Terms and Conditions visit www.cpsproducts.com.

