

MCDLG's operational office is located in Wyalusing, Pennsylvania.

This facility houses offices for the following divisions:
Arrow United Industries, Air Balance, Cesco Products,
and Louver & Dampers
450 Riverside Drive.
Wyalusing, PA
Phone: 570-746-1888
Fax: 570-746-9286

Standard Orders

When an order is placed, it is in our mutual interest to have it processed, engineered, built, and shipped as quickly as possible. To assure that this sequence of events is handled expeditiously, we need specific and complete information on our standard order form. **Orders submitted on anything other than our standard order form will be subject to a \$5.00 net charge.**

1. **Our standard is width first and height second. All dimensions are to be stated in inches. If the order is submitted with dimensions reversed or in other than inches and conversion error occurs, it is the representative's responsibility.**
2. Please fill out the form completely, including pricing. It is not necessary to forward your own purchase order form unless we are to invoice the customer directly. In the instance of a direct billing, we must receive the original customer's purchase order, addressed to us, in care of your company in addition to our standard order form.
3. If specifications are available, copies of all pertinent sections should be sent to us. These might include sections such as structural, painting, electrical, etc. as well as the product specifications. General arrangement drawings may also be helpful. Unless you review and provide **complete** plans and specifications including **all addenda**, we cannot accept an order which states "**as per plans and specifications.**" Orders of this type must have a minimum of \$5,000 net value.
4. In the event that the order calls for equipment similar to equipment furnished on a previous order, be certain that our production order number, sold to, and date of shipment are shown.
5. Be sure that the purchase order states acceptance of any exceptions indicated in our quotation, if applicable.
6. In order to give you better service, it is imperative that all orders contain complete shipping information. **Orders that do not contain complete shipping**

information will not be processed unless prior approval from Customer Service has been obtained.

7. If you do not have a sales tax exempt certificate on file and request tax exemption, please specify your tax exempt number. If sale is taxable, please specify tax rate. If we are invoicing your customer, we need their tax exempt number.

Premium Service Orders

From time to time, delivery is required in less time than our published standard or rapid ship programs. On an availability basis, a special handling premium may be applied to improve shipment. **The charge for this service will vary depending on requirements.** This charge also has the following conditions:

- A. Premium time is not always available. Contact Customer Service for availability and premium charge.
- B. Charges do not include special shipping arrangements.
- C. Premium time estimates are based on prompt credit clearance

Minimum Orders

There will be a minimum invoice of \$60.00 net per purchase order for all brands of the Mestek Commercial Damper and Louver Group. This minimum will apply to all products with the exception of spare parts.

There is a \$30.00 net minimum on all orders for spare parts.

Change Orders

A \$15.00 net minimum will be charged for any change to an order once it has been entered into our computer system.

This fee will also be imposed on any order based on a factory quotation not referenced at the time of order entry. If a change required additional engineering time, an appropriate charge will be assessed.

Orders Placed On Hold

When we receive notice that you or your customer wants to place an order on hold, **we stop all work.** We cannot hold a scheduled ship date on a held order. **Orders placed on hold are subject to a \$15.00 change order charge.**

Cancellations

Once an order has been released for production, the minimum cancellation charge will be \$15.00 net. This minimum will increase in direct proportion to the amount of engineering time, production time, and material already expended at the time of cancellation.

Canceling Rush Orders

Once a "rush order" is received by Customer Service, it cannot be cancelled. **If you insist that we do not ship, the cancellation charges will be equal to the full billing amount.**

Submittal Drawings

Submittal drawings of standard products are a part of your catalog and are available via the internet. We expect our agents to process submittals of this type. When required, we will provide certified standard catalog drawings at a rate of \$10.00 net per drawing.

Air Freight Charges

When you request air freight, our Customer Service Department will make all of the arrangements. Unless otherwise noted on the order, we will use the "second working day" delivery service. **Air freight charges are at your expense.**

Problems or Repairs

From time to time, problems develop with equipment which has been shipped. These problems may be caused by a misunderstanding, errors, workmanship, damage at the jobsite, etc. The responsibility for such a problem is not always apparent from the first report. We reserve the right to make an investigation of the problem before assuming any responsibilities.

In the event that we determine the responsibility for corrective action is ours, we reserve the right to determine the manner in which such action is to be accomplished. We may elect to take one of the following actions:

1. Send factory personnel to make an inspection and/or corrections.
2. Have the equipment returned to us for corrections or replacement.
3. Authorize the installing contractor to make the necessary repairs.

4. Hire another contractor to make the repairs.
5. Other suitable action.

We will not honor backcharges or invoices for work done unless we have agreed in advance to accept those charges.

Returned Materials

Contact our Customer Service Department via fax or email so that an agreement can be made on why the material is to be returned and that is of enough value to warrant the cost of return.

Please keep in mind that our warranty policy does not allow the return of material after one year from the date of shipment. Other warranty periods may apply to accessories and finishes. The faxed or emailed information must include the following information:

- A. Our production order number.
- B. The sold to.
- C. Approximate date of shipment.
- D. Quantity and description of material being returned and reason for returning.

Our Customer Service Department will forward to you a Return Goods Authorization (RGA) indicating the conditions of the return. The only action required by you is to fill in the date the material is being returned. Make a copy of the RGA and include it with your returned shipment. Make sure you keep your copy!

Make sure the material is returned to the location shown on the return material form. **We will not accept goods being returned unless we have authorized their return in advance.**