

**Contact Us:**

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**Ordering**

Items in this catalog are listed alphabetically. Please order by giving us the specific code numbers as well as the size and quantity. Private labeled and custom items will be assigned a unique prefix code when ordering. To best serve our customers we have no minimum quantity requirements.

Ask us to set you up as a “paperless” customer. We can email you an order acknowledgment and then email your invoice with tracking information included. Our office hours are 7:00 AM to 6:00 PM Monday through Friday (ET). We will do our best to accommodate any “rush” order at no extra charge.

**Pricing / Terms**

Due to constant market fluctuations and possible pricing errors, we reserve the right to change pricing without notice, but will quote current pricing at any time. Pricing for products not manufactured by AquaPhoenix are subject to change throughout the year at the discretion of the Manufacturer. All pricing is FOB, Hanover, PA. Terms are Net 30 days to approved accounts, Visa, MasterCard, Discover, American Express or COD. Shipping charges will be prepaid and added to the invoice. Motor freight charges are sent PPA unless otherwise arranged. A \$4.00 process and handling fee will apply to all collect shipments. Please be aware that hazards are subject to additional fees depending on the freight company. Currently UPS adds \$33.00 per package ground and \$46.50 air. Additional packing charges will apply to hazards and special DOT exempt shipping packages. A \$50.00 processing fee will be charged for International Hazards requiring additional handling and paperwork.

We Accept:

**Shipping**

Unless otherwise specified, most orders will be shipped UPS or Fed Ex. Please inquire about our email notification for your shipments. Larger orders will usually ship via LTL carrier. Many catalog items are shipped the same day the order is placed. Any special item or larger orders will usually be shipped within 2-3 working days from the receipt of the order. Some of our catalog items cannot ship via Next Day / Second Day due to the tight regulations on air shipments. AquaPhoenix is not responsible for damage due to adverse weather conditions (i.e. freezing). Please consider local weather conditions and request heated or cooled transport if necessary.

**Warranty and Product Use**

Our products are warranted to meet our label specifications. Liability is limited to a full replacement or a refund of the purchase price. All catalog information and statements by AquaPhoenix Scientific are believed to be correct and are given without warranty of any kind.

AquaPhoenix Scientific's products are for industrial and laboratory use only. They are not intended for drug, food, or household use. The responsibility for the safe and legal use of the chemicals and reagents sold by AquaPhoenix Scientific rests entirely with the customer. We assume the customer to be competent and professional and to take the necessary precautions when handling, storing, and disposing of hazardous or nonhazardous materials.

**Returns**

To return items for credit or exchange, please contact us for a return material authorization (RMA). We must be notified within thirty days of the shipping date for claims, refunds, or replacements to be considered. The customer will be responsible for the return shipping charges, except in cases of shipping errors made by AquaPhoenix. Most returns will be subject to a 15% restocking fee. Restocking fee may vary for order-in items. All returned items that are hazardous must be packed, labeled, and shipped per DOT requirements.