

Order Requirements

The following is applicable to all orders placed through Northland Sales, Inc.
 Each order is subject to Northland Sales' Terms and Conditions of Sale which can be accessed at northlandsalesinc.com. If unintentional ambiguity or conflict is discovered to exist between the issuer of the Purchase Order and Northland Sales, the Northland Sales order requirements take precedence over the issuer's Terms and Conditions.

Orders No minimum order for locally stocked items, but a \$150.00 minimum order for factory stocked items.
 Written purchase orders are required. No verbal orders will be accepted.
 Each order will be acknowledged within 48 hours of order entry.

Where To Place The Order Northland Sales, Inc
 17949 W Lincoln Ave
 New Berlin, WI 53146
 sales@northlandsalesinc.com Office: (262) 827-1551 Fax: (262) 827-1553

Support Quoting Made-to-Order products, product information or technical enquiries contact Northland
 sales@northlandsalesinc.com Office: (262) 827-1551 Fax: (262) 827-1553

Changes, Cancellation All changes must be received in writing, accompanied by a revised purchase order.
 Additions to existing orders will be allowed if the order is still 'open'. Open orders are those where at least one line item has not shipped.
 Additions to 'closed' orders will not be accepted and will be treated as a new order with minimum order requirements.
 For Made-to-Order product orders, there is a 100% cancellation charge once engineering, procurement, or manufacturing has begun.
 For any special length product orders, there is a 30% cancellation charge once the order has been processed.

Shipments Orders are shipped subject to availability and credit approval.
 Urgent orders for Factory Inventoried products, requesting same day shipment (Self-Regulating cable, Components and Accessories), in stock at warehouse, must be received prior to 10 am Central time and do not qualify for freight pre paid.
 All urgent order should be coordinated with Northland.
 Orders that require special handling cannot be guaranteed same day shipment

Freight Costs Freight costs are calculated based on weight, destination & origin.
 Freight prepaid is not available on heating cable products

Factory Inventoried & Shipped Qualified for Freight Products All Northland, Chromalox & Warmup "Factory Inventoried", "Qualified for Freight", "Made to Order", and "Custom" product orders shall be shipped from the manufacturer or regional warehouse ground freight via our selected carrier or customer carrier account.

Drop Ship All Drop Ship orders, regardless of size or type of product, shall be shipped from the manufacturer or regional warehouse via our or manufacturer selected carrier prepaid.

Lengths The following heating cable orders are shipped according to maximum spool tolerances.
 A \$50 cut charge may be added depending on length required, number of cuts and warehouse availability.

Cable Type	Minimum Lengths	Maximum Continuous Reel Length Possible
XL Trace 5, 8, 12	100 ft	1000 ft
Ice Stop GM1&2X	100 ft	1000 ft
Electromelt EM2-XR	100 ft	1000 ft
HWAT R2&P1	100 ft	1000 ft
Raysol 1&2	100 ft	1000 ft
BTV1/2 3, 5, 8, 10	100 ft	1000 ft
QTV1/2 10, 15, 20	100 ft	1000 ft
XTV1/2 5, 10, 15, 20	100 ft	1000 ft
VPL1/2/4 5, 10, 15, 20	100 ft	1000 ft
HBTV1/2 5, 8, 10	100 ft	1000 ft
HQTV1/2 12, 20	100 ft	1000 ft
HXTV1/2 5, 10, 20	100 ft	1000 ft

Shipping Tolerances The following length tolerances apply to self-regulating heating cable shipments:
 Stocking orders & Drop-Ship orders: +10% / -0% (Reflected on Invoice)

Returns All product returns must be accompanied by a Return Goods Authorization (RGA) to Northland Sales and are subject to the rules written on the RGA, and must be freight pre-paid by the shipper. (Continuous lengths of cable less than 150 ft. cannot be returned)
 All returns are subject to a minimum restocking charge of 25%, unless authorized in accordance with the following exceptions:
 1. With prior approval from Northland Sales.
 2. Product not as ordered
 3. Products shipped within 90 days of being declared obsolete
 4. Product determined by Northland Sales, as well as coordinating manufacturer, to be defective

Payment Terms Net 30 days from date of shipment.