



International Order Policy

Quotations

Unless otherwise noted, all quotations are quoted Ex Works (EXW), in US Dollars (USD\$) and are valid for 30 Days.

Your initial quotation is quoted **Ex Works (EXW)**. The quotation is for goods only and does not include freight or any additional fees. We will make the goods ready for collection at our warehouse. The buyer arranges and pays all transportation costs and bears the risks for bringing the goods to their final destination.

If the buyer prefers that Burt Process Equipment arrange transportation, we will do so at the buyer's risk and cost.

Payments:

Payments are due in full (including shipping costs) at the time the order is placed.

Credit Cards: We accept Credit Card Payments up to \$500.00. We accept Visa, MasterCard and American Express. Bank regulations require that the billing address of the order match the billing address associated with your credit card.

For faster processing of orders and to ship to an address different than the billing address, we suggest faxing us your phone number, most recent credit card statement and photo ID for verification before you place your first order.

PayPal: We accept PayPal and strictly adhere to their policy for your protection. We will ship only to the address on your PayPal account and will via methods with tracking only. For orders over \$250.00 we require delivery confirmation.

Money Wires Transfers: We accept all money wire transactions. An additional \$12.00 wire transfer fee will be charged for each transaction.

For us to correctly process your international order, you may be asked to provide additional identification. You will be contacted by email in regards to these requirements. We understand that some of these procedures might feel restrictive, but they are to protect both parties due to the high risk of fraud with international orders.

Shipping

Burt Process Equipment is proud to ship to customers in many countries around the globe including:

North America: United States, Canada, Mexico, Puerto Rico, Virgin Islands

Asia/Asia Pacific: Australia, Japan, Northern Mariana Islands, Guam, Macau, Singapore, Hong Kong, New Zealand, Taiwan



Europe/East China: Australia, France, Luxembourg, Slovenia, Belgium, Germany, Malta, Spain, Bulgaria, Greece, Netherlands, Sweden, Cyprus, Hungary, Norway, Switzerland, Czech Republic, Ireland, Poland, United Kingdom, Denmark, Italy, Portugal, Estonia, Latvia, Romania, Finland, Lithuania, Slovakia

For orders going to countries we do not ship to, the Customer would need to arrange pickup from our warehouse.

Carriers

For standard packages, our default carriers are UPS and US Postal Service (USPS). We will ship FedEx or DHL Collect only. You are also welcome to arrange pickup of your packages from our location in Hamden, CT 06518 USA.

For oversized items, packages will be shipped via an international freight forwarder via door-to-door or door-to-airport service, depending on your location.

Backorder Shipments

Our usual practice when an international order contains a backorder is to hold the order until all items are available. If you are placing an order that does contain a backorder and want to receive the in-stock items ahead of the backordered item(s), we can do that; however, please be advised that there will be additional shipping charges assessed, and we will make you aware of such charges in advance.

Delays

International packages are more likely to encounter delays. We can assist you by providing tracking information, but the Customer is solely responsible and assumes all risks in transit. We suggest insuring your package. If after 60 days, you have not received your package, please contact us to file a claim. Another item free of charge will not be sent.

If an order is refused or returned to us due to inaccurate or incorrect address information or because it was declined or undeliverable, Burt Process Equipment reserves the right to retain the original shipping/handling fee and to charge the payment method originally used for costs we incur related to the return of the goods. The buyer would then be responsible for arranging shipment within 14 days or forfeit their funds and goods.

Costs

Shipping costs are the responsibility of the Customer. We provide estimates based on expected weights, dimensions, origin, destination, and any additional services required such as signature confirmation or insurance.

We provide the best estimates we can for shipping costs in advance. Occasionally, the shipping amount listed on your order may not be accurate due to unexpected dimensions of the package. In this case, your sales representative will make you aware of any additional charges. If we do not receive a response within 1 week, we will place your order on hold or cancel it.

Restrictions:



Some items cannot be *exported* due to manufacturer or government restrictions all orders are subject for review of these restrictions. Please note that products shipped internationally may not be designed in accordance with destination country standards, specifications, and labeling requirements. The customer is responsible for determining that products can be lawfully and legally imported into the destination country.

Additional Fees:

Shipping costs are not landed costs. Orders that are shipped to countries outside the United States may be subject to import taxes, customs tariffs, and fees levied by the destination country or the shipping company. These charges are the customer's responsibility and will be billed by the delivery company. We have no control over these charges and are unable to estimate them. Tariffs and taxes are neither collected nor included in your price calculation at the time of your order for an estimate of these fees, which vary by region, contact the customs office in your area.