



**QMAX Select – Special Discount  
Terms and Conditions**

1. To be eligible for the discount, orders for Qmax Select and Qmax-XS Select pumps must be placed during the promotional period, between January 1, 2018 – December 31, 2018 (“Promotional Period”), for delivery within 6 weeks of order date.
2. Orders placed during the Promotional Period for Qmax Select and Qmax-XS Select pumps will receive 2017 discount pricing.
3. All Qmax pumps not identified as part of the Select program will receive 2017 discount pricing less 5%.
4. Orders must be formally acknowledged back to the Customer with a committed Original Promise Date through Hale’s standard Order Acknowledgement process.
5. The Customer’s account must be in good standing.
6. In the event that Hale fails to ship eligible pumps according to the committed Original Promise Date, Customer will be eligible for a 5% discount against quoted prices for each late pump.
  - a. The Original Promise Date provided with initial Order Acknowledgement will be used to determine eligibility for the 5% discount.
  - b. If the Customer’s requested ship date is moved out to a date greater than the Original Promise Date, the new request date will be used to determine Hale’s performance and the Customer’s eligibility for the discount.
  - c. If the Customer’s requested ship date is pulled forward from the original request date and the time from the current date to the revised request date is less than the published lead time for Qmax Select and Qmax-XS Select pumps, Hale will provide a revised Promise Date, and execution to that date will be used to determine eligibility for any earned discount.
7. Changes to the pump configuration with less than 6 weeks of notice will not be accepted as part of the Select program and therefore shall not receive the 2017 discount pricing.
8. The standard RMA process shall be used for the request of the 5% discount.
  - a. The Customer must file a claim in writing providing the Claim #, SO # Original Promise Date and Actual Ship Date
  - b. Claims for discount must be made within 4 weeks of product shipment from Hale’s facility.
  - c. The Customer’s open account with Hale must be in good standing, and any earned discount will be applied as a credit to the Customer’s account.
9. Standard payment and shipping terms apply.
10. Program cannot be combined with any other offers.
11. All other terms and conditions in Hale’s Standard Terms and Conditions of Sale apply.