



## **Lamina Components Division**

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**Lamina Components Sales and Ordering Information  
for Distributors and Direct Customers**

**Effective January 1, 2004**

**Updated March 22, 2007**

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## **Lamina Components Division Terms and Conditions of Sale**

### **GENERAL CONDITIONS:**

Prices are subject to change without notice. Product is invoiced at the price in effect at the time of order. All orders are subject to acceptance at the Lamina Components (a.k.a. Lamina) Farmington Hills, Michigan, USA office only. These Terms and Conditions may only be modified by a contract amendment issued by Lamina. THE TERMS AND CONDITIONS IN THIS DOCUMENT TAKE PRECEDENCE OVER ANY OTHER TERMS AND CONDITIONS ON CUSTOMERS' FORMS OR EXPRESSED OR IMPLIED IN OTHER LAMINA DOCUMENTATION. THE PROVISIONS CONTAINED IN THESE TERMS AND CONDITIONS SHALL CONTROL IN THE EVENT OF ANY INCONSISTENCY BETWEEN ANY OF THE PROVISIONS OF THESE TERMS AND CONDITIONS AND THE PROVISIONS OF ANY OTHER DOCUMENT, INCLUDING BUT NOT LIMITED TO ANY FORMS, TERMS AND CONDITIONS OR PURCHASE ORDERS, WHETHER PRESENTED BY CUSTOMER OR LAMINA.

### **TERMS:**

Customers must be credit approved by Lamina before orders will be accepted from them. Lamina's payment terms are ½% 10 days, Net 30 in U.S. funds. Discount is allowed on the cost of product only. Remit to the following address.

Lamina Components Division  
PO Box 90287  
Chicago, IL 60696-0287  
U.S.A.

### **WIRE TRANSFERS:**

For payments by Wire Transfer, please contact Lamina Customer Service by telephone at (800) 652-6462; (248) 489-9122, or email [sales@lamina.com](mailto:sales@lamina.com) for more information.

### **INVOICES:**

All invoices will be sent by fax or e-mail.

### **DELIVERY:**

All shipping dates quoted are based on the date leaving the Lamina Components Bellaire, Michigan, U.S.A. Distribution Center or supplier from where the shipment will originate. Lamina will not be liable for failure to make the shipping dates due to carrier error, bad weather, fire, floods, explosions, or other casualties, strikes or other labor disruptions, shortages of or an inability to obtain raw materials, utilities, breakage or accident to machinery or equipment, or other causes beyond our control. The carrier is an agent of the customer, not Lamina Components.

### **TRANSPORTATION:**

The Lamina Components shipping department will be guided by your routing instructions. If routing is not specified, shipment will be forwarded the best way in accordance with Lamina's past experience. All shipments are made F.O.B. shipping point. All truck shipments are made "Collect", unless previously agreed upon otherwise.

## **Lamina Components Division Terms and Conditions of Sale-continued**

### **CLAIMS:**

Claims for shortages, errors, or defects must be made within ten (10) business days of receipt of shipment. Contact Lamina Customer Service at (800) 652-6462 with any claims. All items claimed defective must be inspected by Lamina Components prior to credit being issued.

## **Lamina Components Division Sales and Ordering Information**

### **ORDERING FROM LAMINA**

Orders can be faxed to our Farmington Hills, Michigan, U.S.A. office at (800) 406-4410 or (248) 553-6842, emailed to sales@lamina.com, or called into Lamina Customer Service at (800) 652-6462 or (248) 489-9122. Our Customer Service Department hours are from 7:00 am to 5:00 pm Eastern Standard Time (EST), Monday through Friday. Please specify the method of shipment for each order.

### **PRICE CHANGES**

To ensure you have the most current pricing, please inform Lamina Components of your contact person responsible for price changes. This information can be provided to the Sales Department. Notification of price changes will be sent at least 30 days prior to the effective date.

**Please note that prices are subject to change without notice.**

### **MINIMUM ORDER**

Minimum order product value of \$25.00 net.

### **ORDERING CUT-OFF TIMES**

We are publishing ordering cut-off times so the Lamina Distribution Center has enough time to pick, pack, and ship your orders accurately.

- **Scheduled Truck Shipment-Customers with a regularly scheduled shipping day(s).**

Orders must be received at the Lamina Farmington Hills office by 4:00pm EST one business day prior to the scheduled shipment day.

- **Non-scheduled Truck Shipment-Customers with no regularly scheduled shipping day.**

Orders must be received at the Lamina Farmington Hills office by 4:00pm EST one business day prior to the requested shipping day.

## Lamina Components Division Sales and Ordering Information-continued

- **UPS Ground Shipments.**  
Orders received at the Lamina Farmington Hills office by 2:00 pm EST will ship the same day as long as the item(s) are available from stock, with a maximum 10 line order and a maximum of 10 cuts of wear strip, urethane, or Marshmallows. Orders received after 2:00 pm EST and exceptions per the above will ship the following business day. Note: The maximum weight we will ship by UPS is 50 pounds unless otherwise noted on your purchase order.
- **UPS Red and Blue Shipments.**  
Orders received by 3:00pm EST will ship the same day as long as the item(s) are available from stock, with a maximum 5 line order and a maximum of 5 cuts of wear strip, urethane, or Marshmallows. Orders received after 3:00pm EST and exceptions per the above will ship the following business day. Note: The maximum weight per package we will ship by UPS is 50 pounds unless otherwise noted on your purchase order.
- **Federal Express Shipments.**  
Due to the location of the Bellaire, Michigan USA Distribution Center, orders must be received by 1:00pm EST in order to ship the same day. Orders received after 1:00pm EST will ship the following business day.

### SPECIAL HANDLING AND/OR PACKAGING

Special handling and/or packaging costs, beyond what Lamina deems as normal, will be the responsibility of the customer.

## Lamina Components Division Order Cancellations

### ORDER CANCELLATIONS

Orders cancellations can be faxed to our Farmington Hills, Michigan, U.S.A. office at (248) 553-6842, emailed to [sales@lamina.com](mailto:sales@lamina.com), or called into Lamina Customer Service at (800) 652-6462 or (248) 489-9122.

- **Specials.**  
Order cancellations for special manufactured products, modified products, non-standard items will be invoiced at the amount of work completed at the time of the cancellation. We will ship the partially completed items per the customer's request.
- **Cut-to-Order Pieces of Bronze Plated Wear Strip.**  
Cut wear strip already cut at the time of request for cancellation will be shipped and invoiced as ordered.

## Lamina Components Division Return Policy

### PRODUCT RETURNS

All product returns, including defective product, must have prior authorization and include a return goods authorization (RGA) number on the outside of the box and/or skid. If a return does not have a RGA number on the outside of the box and/or skid, the shipment will be refused and returned to the sender. Contact Lamina Customer Service at (800) 652-6462 or (248)489-9122 for a RGA number.

Returned goods must pass inspection prior to credit being issued. All items returned must be in new condition and ready for resale. All RGA numbers will be cancelled if the item or items are not returned within 30 days of the issue date. Returned product must be packaged and identified to avoid shipping damage and make return handling expedient. The products must be returned by the same distributor/customer that purchased the product. Product returned that is damaged will be returned freight collect to the customer.

Authorization will be given for products purchased directly from Lamina Inc. Re-stocking charges are listed below.

Product Shipped	0 to 3 months	15% Re-stocking Charge
Product Shipped	4 to 6 months	25% Re-stocking Charge
Product Shipped	7 to 12 months	50% Re-stocking Charge

**No product shipped more than 12 months from the invoice date will be eligible for return.**

**The following items are not eligible for return; cut-to-order pieces of wear strip, cut pieces of Marsh Mellow die springs, cut pieces of Lami-Flex, special manufactured products, modified products, non-standard items, and products previously installed in tooling.**

- **Drill Heads, Power Units, Die Separator, Die Setters, and motors that have been used are also not eligible for return.**
- **Cams that have been modified are not eligible for return.**

**Cams that have tool/detail numbers etched on them will be charged a fee to remove them. Removal fees will be quoted prior to the work being performed. If etchings cannot be removed without compromising the tolerances of the product, credit will not be issued and the cams will be returned.**

Product must be shipped to Lamina prepaid unless the return is due to our error. All returns must be shipped to the Lamina Components Bellaire Distribution Center at the following address.

Lamina Components Division  
3650 South Derenzy Road  
Bellaire, Michigan, 49615  
U.S.A.

Any returns shipped to the Lamina Components Farmington Hills, Michigan, U.S.A. office will be refused. This office has no loading or unloading facilities.

Lamina Components reserves the right to deny credit on any returned merchandise that is not acceptable for resale by the Lamina Components inspection department, regardless of the date of sale.

## **Lamina Components Division Hydraulic Equipment and Motor Service**

### **SERVICE**

Lamina Components has a service facility in Bellaire, Michigan for the hydraulic drill heads, power unit, die separator, die setter, and hydraulic motors. A complete evaluation and estimate is done prior to any repairs. The Customer Service Department will contact a representative of your company with a price to service your equipment prior to any repairs being completed. A purchase order number is required before Lamina will begin any service. When repaired units ship from the Lamina service facility, they include a warranty of six months (6) from the date of shipment for the replaced or repaired components.

Please contact Lamina Customer Service at (800) 652-6462 or (248) 489-9122 for repair return authorization. A packing slip for all repairs should include your company name, contact name, and phone number.

The Shipping address for all repairs: Lamina Components Division  
3650 South Derenzy Road  
Bellaire, Michigan, 49615 U.S.A.

Power units with serial numbers P-1 through P-999 cannot be serviced or repaired due to obsolete components. However, we offer a \$500.00 trade-in rebate on the purchase of a new power unit for replacement of an out-dated unit with the serial numbers P-1 through P-999. We offer a \$1,000.00 trade-in rebate on the purchase of a new power unit for replacement of units with serial numbers P-1000 and up. To be eligible for the trade-in rebate, the unit must be shipped to our Bellaire, Michigan facility. Please note this offer is valid for the Lamina power unit only and not for drill heads.

We now offer a new service to our Hydraulic Equipment customers. We can completely refurbish most power units with serial numbers P1000 and up to the latest hydraulic component upgrades we offer. The price is \$6,500.00 and includes a new unit warranty of twelve (12) months.

## **Lamina Components Division Hydraulic Equipment Warranty**

### **WARRANTY FOR HYDRAULIC EQUIPMENT-DRILL HEADS, POWER UNITS, DIE SEPARATOR, AND DIE SETTER.**

Lamina Components warrants our hydraulic equipment to be free from defects in material and workmanship. Our obligations and liabilities under this warranty, however, being limited to replacing or repairing free of charge, F.O.B. our plant, any parts proving defective under normal use and service and returned within twelve (12) months from date of shipment. Lamina Components shall be given written notice of such alleged defect and the opportunity, for a period of ten (10) business days after receipt of such notice, to inspect such machinery or parts before the same is returned to it. The free replacement of a part or parts does not include transportation charges to or from our plant, or cost of installation. Lamina Components shall not be liable for damages and/or delays caused by such defective conditions. Any materials not of our manufacture are sold under such guarantee if any, as given by the manufacturers. Perishable parts, such as drills, taps, filters, strainers, etc., are excluded from this warranty. The foregoing warranty is in lieu of all other warranties, and Lamina Components makes no other warranties, expressed or implied, including warranty of merchantability or fitness for a particular purpose.

Lamina Components shall not be responsible under any circumstances whatsoever for indirect or consequential damages, incidental damages, exemplary or punitive damages, or special damages, including lost profits or lost revenues.

Customer shall have no right to deduct or offset (x) any amounts due or to become due from Lamina Components to customer from (y) any amounts due or to become due to Lamina Components from customer.

## Lamina Components Hydraulic Equipment Rental Program

Lamina Components offers a number of different programs to make it easier to purchase, rent, or lease to own our hydraulic equipment.

### RENTAL PROGRAM

The Lamina Components Rental Program is for customers who require the use of its equipment for a short period of time without the commitment of a capital expense. The rental charge is ten (10%) percent of the current list price per week, with a minimum rental period of two weeks. Billing for the first two weeks rental begins when the equipment is shipped and will continue on a weekly basis until the equipment is returned.

Freight charges are the responsibility of the customer. Lamina Components will ship "Collect", and the equipment must be shipped back "Prepaid". The shipping and receiving location is below.

Lamina Components Division  
3650 South Derenzy Road  
Bellaire, Michigan, 49615  
U.S.A.

The rented equipment must be returned to the Bellaire, Michigan, U.S.A. location. Any product returned to our Farmington Hills, Michigan, U.S.A. office will be refused. The Farmington Hills office has no loading or unloading facilities.

Damages resulting from abuse of the equipment will be the responsibility of the customer. All components must be returned with the rented equipment. All rental equipment must be returned in the original crating in reusable condition or a charge of \$1,000.00 will be invoiced to cover the replacement of new crating.

Contact Lamina Customer Service at (800) 652-6462 or (248) 489-9122 for availability.

Occasionally, Lamina Components sells rental equipment. The rental equipment includes a warranty of 90 days. Contact Lamina Customer Service at (800) 652-6462 or (248) 489-9122 for availability.

### RENTAL CREDIT PROGRAM

The Lamina Rental Credit Program is for customers who returned the rental equipment and decided to purchase **new equipment**. Lamina will apply fifty (50%) percent of the rental fee, up to and including the fourth week of rental, toward the purchase of **new equipment**. Lamina will reduce the selling price of the new unit by the credit amount. The credit is offered on the same model that is rented and the offer is valid for 30 days after the completion of the rental.

### RENT-TO-OWN PROGRAM

The Lamina Rent-to-Own Program is for customers who want to rent rather than purchase capital equipment. If you rent the equipment for 12 consecutive weeks, you own it. A full twelve (12) month warranty applies.

**Lamina Components Div. Hydraulic Equipment Rental Agreement**

**LAMINA COMPONENTS HYDRAULIC EQUIPMENT RENTAL AGREEMENT**

Lamina Components Division will rent hydraulic equipment at ten (10%) percent of the current list price per week, with a minimum rental period of two weeks.

Billing for the first two weeks rental begins when the equipment is shipped and will continue on a weekly basis until the equipment is returned.

Freight charges are the responsibility of the customer. Lamina Components will ship "Collect", and the equipment must be shipped back "Prepaid". The shipping and receiving location is:

Lamina Components Division  
3650 South Derenzy Road  
Bellaire, Michigan 49615 U.S.A.

The rented equipment must be returned to the Bellaire, Michigan, U.S.A. location. Any product returned to our Farmington Hills, Michigan, U.S.A. office will be refused. The Farmington Hills, Michigan office has no loading or unloading facilities.

Damages resulting from abuse of the equipment will be the responsibility of the customer. All components must be returned with the rented equipment. All rental equipment must be returned in the original crating in reusable condition or a charge of \$1,000.00 will be invoiced to cover the replacement of new crating.

Lamina Components will apply fifty (50%) percent of the rental fee, up to and including the fourth week of rental, toward the purchase of **new equipment**. Lamina Components will reduce the selling price of the new unit by the credit amount. The credit is offered on the same model that is rented and the offer is valid for 30 days after the completion of the rental.

Lamina Components will ship "Collect" via \_\_\_\_\_(common carrier).

If all of the above is understood and agreed to, please sign and date below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Address (Destination)

\_\_\_\_\_  
City and State

\_\_\_\_\_  
Zip Code