

# Customer Order Information

## Requesting Quote

When requesting a quote it is important to include the following information:

1. Company name, address, and contact person  
Contact Information  
Phone  
Fax  
E-Mail
2. Part Number(s)
3. Quantity
4. Description
5. Date parts are required

Please fax, e-mail, or call us for a parts quote.

## Placing Parts Orders

Customer orders may be placed in the following ways:

Fax: 763-497-8702 24 HOURS  
Phone: 763-497-8735 8:00am - 4:30pm  
E-mail: [sales@choicewaterjet.com](mailto:sales@choicewaterjet.com)  
Mail: Choice Waterjet, Inc.  
12070 43<sup>rd</sup> St. NE  
St. Michael, MN 55376-8427 USA

When placing an order it is important to include complete information. The following information is required:

1. Part number, description, and quantity. Note: If you are unable to provide a part number we will require the equipment model number and serial number.
2. Company name, address, contact person, and phone number
3. Purchase order number
4. Address where parts are to be shipped
5. Date parts are required. All parts will be send UPS Ground prepaid, rounded to the nearest dollar, unless another carrier is specified.



# Shipping of Parts Orders

## Parts Delivery

All parts orders are entered and shipped from Choice Waterjet, Inc. the same day. Backorders or order placed late in the day will ship the next day. Orders are shipped F.O.B. Choice Waterjet, Inc., St. Michael, MN. Please let us know how you would like your order shipped, i.e. UPS, FedEx, ground, air, collect, and please include your account number. All larger items will be shipped via a freight carrier selected for the destination, unless otherwise arranged. All items will be sent prepay and add unless a collect account number is supplied. Shipping insurance is added only at the customer's request.

## Backorders

If we are unable to fill a parts order we will backorder the parts and send the available portion of the order. If it is determined the backordered items are not required, please advise Choice Waterjet immediately. We will send the backordered parts as soon as possible via standard UPS, unless advised differently by customer. If customer would like the status of any parts on backorder, please call. We will do our best to give current and complete information. Please specify at the time of ordering if it is required that shipment be sent complete.

## Returning Parts / Warranty

If it is necessary to return parts to Choice Waterjet, whether for warranty or for restock, a completed Warranty / Parts Return form must accompany all items. All returns must be shipped **prepaid** by sender. **All items shipped to Choice Waterjet collect will incur a \$50.00 handling fee.** If the parts are being returned for warranty, please enter the shipping amount in the space provided on the claim form. All warranty considerations must be returned to Choice Waterjet within 30 days from the date the replacements are sent or the claim may be void.

## Restocking Fee

Parts returned to Choice Waterjet within 90 days of purchase will incur a restocking fee of 15% of the purchase price. Any parts returned beyond this time will be handled on an individual basis.



Credit Application

Date: \_\_\_\_\_

Business Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Web Address \_\_\_\_\_

Check One  Individual  Partnership  Corporation

Full name of owner(s) home address for partnership or individual (or authorized officer(s) of corporation

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Federal Tax Number for Corporation \_\_\_\_\_

Type Of Business \_\_\_\_\_ Date Started \_\_\_\_\_

Former Business \_\_\_\_\_ Location \_\_\_\_\_

Trade References:

Name	City/State	Phone No.	Account No.
_____	_____	(____)_____	_____
_____	_____	(____)_____	_____
_____	_____	(____)_____	_____

Name Of Bank \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_)\_\_\_\_\_ Account No. \_\_\_\_\_

Applicant's signature attests financial responsibility, ability and willingness to pay our invoices on receipt of statement.

Business Name: \_\_\_\_\_

By: \_\_\_\_\_ Title \_\_\_\_\_





Quality Waterjet Replacement Parts

Parts Order # \_\_\_\_\_

Page: \_\_\_\_\_

Date: \_\_\_\_\_

Customer #: \_\_\_\_\_

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

Person Placing Order: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Purchase Order #: \_\_\_\_\_ Tax Exempt: \_\_\_\_\_

Shipping: Ups Ground \_\_\_\_\_ Other: \_\_\_\_\_ Date Required: \_\_\_\_\_

Ship To Address (If Different From Above): \_\_\_\_\_

Ship To Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Payment: Acct. # \_\_\_\_\_ Exp: \_\_\_\_\_

Cc # \_\_\_\_\_ Code: \_\_\_\_\_

Part Number	Qty	Description	Each	Total
			Parts Total	
			Does not include shipping/ tax	