

## CONTACT INFORMATION



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Ontario, CA 91761

For Quote requests, please send inquiries to:

**QUOTES@TBWCinc.com**

For Order Entry, please send PO's to:

**ORDERS@TBWCinc.com**

<b>For Technical Support:</b>	<b>(888)974-0111</b>	
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<b>For Customer Service:</b>	<b>(888)974-0111</b>	
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### Administration / Accounts Receivable

Jen Crenshaw, Administration	(817)917-8694	Jen@TBWCinc.com
Janelle Blanchard, CFO	(951)236-6047	Janelle@TBWCinc.com

### Authorized TBWC Trade Allies:

**Submeter Service**  
*Solutions*  
Understanding Energy Efficiency  
Promotes Conservation



MURIS, Multiple Utility Reading & Integration Service  
PO Box 238092  
Port Orange, Florida USA 32123-8092  
www.muriscorp.com

### TBWC Technology + Trade Allies Disclaimer\*

#### For all TBWC Product & Tech Services...

- Any estimate, quote, (whether verbal or in writing) is valid for 30-days only.
- Beyond 30-days, orders will be priced at the TBWC price in effect at time of shipment
- Projects must be approved prior to acceptance of an order.
- Final Counts, BOM and scope of work are the responsibility of the buyer.
- TBWC shall be held harmless relative to any liability the buyer(s) may assume.
- General Warranty (see below): No other warranty, expressed or implied is offered.
- TBWC Commissioning & Training services by Authorized TBWC Tech only.

#### Minimum of (3) weeks advance notice.

NOTE: Regulatory Compliance is responsibility of Owner or Owner's Rep.

### General Product & Service Warranty:

TBWC, Inc. promises buyer the products sold by TBWC Technology shall be free from material defects in design, materials, or manufacturing for the period shown on MFR's current data sheet or Owners Manual for each specific product beginning from the manufacture date; provided, the warranty shall not extend to wear and tear or replaceable components.

During the warranty period, TBWC, Inc. may work with their manufacturer who can repair or replace (at its sole discretion) any product suffering from a warranty defect and returned freight prepaid by buyer, with no charge to buyer for any warranty repair or replacement. The warranty shall remain in full force and effect for said period, provided that the product: (1) was installed, operated, and maintained properly; (2) has not been abused or misused; (3) has not been repaired, altered, or modified outside of our manufacturers' authorized facilities; (4) has not been sold subject to other warranty terms specified at the time of sale. This warranty provides specific legal rights that may vary by local laws.

Seller warrants to Buyer that all Meter instruments are free from substantial defect in material and workmanship under normal use given prior installation and maintenance for the period of 5 years (60 months) after delivery. Webmon Proton, Enterprise Servers, Controllers, CT's, accessories are free from substantial defect in material and workmanship under normal use given prior installation and maintenance for the period of 1 year (12 months) after delivery. Buyer will promptly notify Seller of any defect in the product or service. Seller or its agent will have the right to inspect the product or workmanship on Buyer's premises. Seller has the option to: (a) repair, replace or service at its factory or on Buyer's premises the product or workmanship found to be defective; or (b) credit Buyer for the product or service in accordance with Seller's depreciation policy. Refurbished material may be used to repair or replace the product. Products returned to Seller for repair, replacement or credit will be shipped prepaid by Buyer. accessories for a period of 12 months after delivery.

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