

## **Tach-It Machinery Demonstration Policy and Agreement:**

Tach-It has a demonstration program, on most products, that is available upon completion of product testing and confirmation that the applications if feasible. Testing is done through our application testing form which can be found on our website at

<https://tach-it.com/application-form/>

Please see and abide by our policy below:

- 1) Tach-It will send out a demonstration unit of most styles of machinery we market. Equipment not available for demonstration per this policy are; impulse bag sealers, tape bag sealers, EBC-110 cutter for edge protection products, mechanical label dispensers, box cutters, tagging guns and needles and other items at the discretion of Ben Clements and Sons, Inc.
- 2) Prior to making equipment available for demonstration per this agreement, Ben Clements and Sons, Inc. requires submission of samples to determine the feasibility of the application with the prospective machinery. Once we receive your samples, we will complete the testing and provide a video to be shared with your customer.
  - a. Send a minimum of 20 feet of labels or tape and two dozen jars, bottles, box or bags to:
    - **Attention: Sample Testing**Ben Clements & Sons, Inc. 50 Ruta Court, South Hackensack NJ 07606
    1. Please also include our Application Testing form in the box with the samples, so our team will know what equipment to test and who to send the video back to.
    2. The form can be found at: <https://tach-it.com/application-form/>
  - 3. NO TESTING WILL BE PERFORMED WITHOUT A COMPLETED APPLICATION FORM**
  - b. If samples are not submitted, Ben Clements and Sons, Inc., at their discretion will refuse to send demonstration equipment per this policy.
- 3) Here is the process to submit a demo request once the testing has been completed and a demo is still needed: the following must be emailed to [orders@tach-it.com](mailto:orders@tach-it.com) or faxed to 201-440-1455:
  - a. A purchase order showing the Model # of the machine for demonstration and the price of the machine.
  - b. The name, phone number and email address of the person responsible for the demonstration unit.
  - c. Either the UPS or FedEx freight collect number as all demonstration machines will be shipped freight collect.
  - d. A signed copy of this agreement.
- 4) The company requesting the demonstration machine is responsible for inbound freight and the cost of any consumable that is necessary to demonstrate the machine such as twist tie ribbon. This consumable will be invoiced and should not be returned with the demonstration machine and is the property of the purchasing company.
- 5) The length of the demonstration period is 5 working days after expected receipt of the machine. This will be based upon UPS standard ground shipping time. If before or at the expiration of the demonstration period the machine is not accepted by the customer and is to be returned, the below must be followed to avoid penalties or reductions in credit:
  - a. **The product must be in new, resalable condition free of any labels or markings.**
  - b. **The product must be re-packed in the original box and if it was received double boxed for protection, it must be returned in a double box.**
  - c. **Any and all original enclosures such as instruction manuals, power cords and etc. must be returned or their will be a charge based on the retail price for their replacement.**
  - d. **The package must be insured for the full distributor value of the machine.**
  - e. **Upon delivery to our facility, if the external packaging is deemed to be damaged, the return shipment will be refused.**
  - f. **The machine must be returned to us freight prepaid.**
  - g. **An email with the return shipment tracking number is to be received by the 6<sup>th</sup> day of the demonstration period.**

6) **If the machine is being returned, on or before the 6<sup>th</sup> day after receipt of the product, the tracking number be either emailed to [sales@tach-it.com](mailto:sales@tach-it.com) or faxed to 201-440-1455. If this information is not received, the following penalties will apply:**

**Day 7 – 5% penalty**

**Day 8 - 10% penalty**

**Day 9 - 15% penalty**

**After day 10, the machine is no longer available for return and the distributor is responsible for payment of the invoice in full.**

- 7) An invoice for the full value of the machine and consumable will be created prior to shipping and sent to the distributor for their reference by the normal means. **For items with a distributor cost of \$5,000 or more, a 1/3 deposit will be required prior to shipping. If the machine is returned and all above conditions are met, this deposit will be returned in full. If conditions per the above are not met, deductions per this agreement will be made from the deposit and the balance will be returned in full.**
- 8) Any requests for additional time for the demonstration machine must be submitted and approved in writing.
- 9) Before any machine is returned from trial, Ben Clements and Sons, Inc. must be contacted and an RMA # which is to be noted on all paperwork and on the outer carton of the returned package.
- 10) If the user of the demonstration machine is happy with the performance and would like to keep the machine the invoice created per statement 6 above is to be paid within terms and depending on the machine and its condition a negotiated discount may be possible. Please note that all purchased demonstration machines will have our full warranty from date of initial receipt.

Please note the following:

- 1) Only one demonstration machine will be sent at a time. If additional models are requested the first machine must be received back by us based upon all of the above for a different model to be sent.
- 2) We will maintain a limited number of demonstration models of each machine and a small lead time may be necessary prior to shipping.
- 3) This policy is designed as a benefit and value to our Tach-It distributors. We respectfully ask that the sales person qualify the potential user of the machine and confirm that there is a good chance of sale prior to initiating the process of receiving a demonstration machine. Please do not allow your customer to abuse, misuse or damage the demonstration equipment or allow a customer to use this equipment for a limited use such as a short term project.
- 4) Ben Clements and Sons, Inc. has the right to refuse shipment under this policy for any reason.

Should you have any questions about the above or would like to send us a sample of your product to try please do not hesitate to contact our customer service department at 201-440-5500, 800-222-5540 or at [customerservice@tach-it.com](mailto:customerservice@tach-it.com).

Thank you,  
Customer Service

Accepted By:

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

\_\_\_\_\_  
Representative for the Company

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Demo is being used at

\_\_\_\_\_  
Cell Phone Number

\_\_\_\_\_  
Email Address