



Welcome to Munters Spare Parts Handling

NEWS on Expediting Fees on Spare Parts from Munters

FAST and seamless delivery of Munters original Spare Parts is of great importance to us.

When ordering parts to a US address through our facilities in Massachusetts, Virginia and Texas the following terms will apply:

UPSR Next Day, order in before 2 pm

Available Parts (excluding work order parts and drop ship items)

No Expediting Fee required – typical shipping and handling fees apply.

UPSR Next Day, order in after 2 pm but before 3:30 pm

Available Parts (excluding work order parts and drop ship items)

Price \$150.00 USD

Same Day/Next Day delivery - Order in before 10:30 am

Available Parts (excluding work order parts and drop ship items)

Customer to arrange freight.

(If shipment is available and customer select carrier does not show, fee is still due and payable)

Price \$250.00 USD

Same Day delivery - Order in before 10:30 AM

Available Parts (excluding work order parts and drop ship items)

Munters to arrange freight. Based on next flight out.

Price \$500.00 USD

Note that expediting fees do not include shipping charges, handling fees, special packaging, etc.

Munters does not offer a guarantee to the customer when the request has been made to "next day" ship or ship the "same day". Munters will guarantee the shipment will arrive when promised, or expedite fee will be refunded to the customer.

Munters will waive the expedite fee for customers that are currently contracted to Munters with either a ServiceCaire®, PrimaCaire® or Maintenance contract.

Munters shall not be liable for delays in delivery or failure to manufacture or deliver due to causes beyond its reasonable control, including, but not limited to, acts of God or nature, acts of Purchaser, acts of civil or military authority, fires, strikes, floods, epidemics, war, riot, embargoes, compliance with import or export regulations, delays in transportation or car shortages, defects or delays in the performance of its suppliers or subcontractors for a time period reasonably necessary to compensate for the delay.)

Your local office:

Massachusetts:

79 Monroe St.
Amesbury, MA 01913

Hours: 8:00 a.m. - 5:00 p.m. (EST)
Monday-Friday

Virginia

225 Magnolia Ave.
Buena Vista, VA 24416

Hours: 8:00 a.m. - 5:00 p.m. (EST),
Monday - Thursday
Hours: 7:00 a.m. - 4:00 p.m. (EST), Friday

Texas:

6900 Jordan Road
Selma, TX 78154

Hours: 8:00 a.m. - 5:00 p.m. (CST),
Monday - Friday

Call: 1-888-349-4335 (all three sites)

Read more about Munters Service products
at www.munters.com/Service

