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3538 Main Street, Stone Ridge, NY 12484 USA \* Phone: 845-255-5000 \* Fax: 845-687-7481 \* [www.SPScientific.com](http://www.SPScientific.com)

February 11, 2020

## Minimum Order Policy

Dear customers:

This communication serves as a formal notification for SP Scientific's Minimum Order Value (MOV) policy. SP Scientific has instituted a MOV of US\$200/€175/£150 or other currencies equivalent in value for the amount stated for all orders due administrative and processing costs. This minimum order value applies before any tax, discount or any other incentive. While this change may not impact major purchases, you will notice this requirement for consumable parts, maintenance parts, spare parts and some documentation as for examples. This change affects all SP Scientific, PennTech and Genevac products effective 1 November 2019.

**James Schmidt**  
Senior Vice President, Sales  
SP Scientific, a Division of SP

FAQ's:

**Q – The items I buy are small, for example gaskets. Does this mean I can no longer buy just 1 of these items from SP Scientific?**

A – We are having to evaluate how we manage our business. Very small orders cost the same to process, pack etc. as larger orders. So, we have decided to adjust the minimum order value to cover the transaction cost of processing. It won't affect many customers. The easiest solution is to add other items to make the order a little larger.

**Q – I only need one spare part and cannot meet the minimum order, what do you suggest?**

A – We realize that on a few occasions the Minimum Order Value may present issues. However, rather than increasing the prices of small parts, we would prefer to ask customers to add extra items to reach the Minimum Order Value. As all SP Scientific products and equipment require consumables, it should be simple to add the relevant consumable parts so as to reach the Minimum Order Value.

**Q – I spend more than the minimum order value during the year will this be considered if placing an order below the min order value?**

A - We value all customers who return to SP Scientific as a supplier. The total value of items ordered in a year does not affect the cost of processing orders for small low value items so the Minimum Order Value will still be applied.

**Q- Does the minimum order value include delivery charges?**

A – No, the minimum order value does not include shipping charges, expedite charges or other special shipping requests.

**Q- I have a SP Scientific product within warranty and I need to replace a part under the minimum order value, do I have to spend more?**

A - If your product is within its warranty period and a part needs to be replaced within the warranty terms this will be done free of charge, the minimum order value will not affect you.

**Q – I have a preventative maintenance service contract with SP Scientific, does the minimum order value still apply?**

A – If a part needs to be replaced within the terms of the service contract, there will be no charge. If a part is required outside of these terms, the minimum order value applies.