

### 5 Year Warranty

For five years after the date of purchase, Trident Emergency Products, LLC warrants its products to be free from defects in materials and workmanship when properly installed, operated and maintained.

If during the warranty period, a product is discovered to be defective, Trident will, at its option, replace or repair the warranted product or grant the purchaser a credit for the product claimed to be defective. Trident will have the sole discretion to determine whether the product was defective.

This warranty is null and void if the product is damaged due to abuse, misuse, negligence or accidental causes.

No warranty of merchantability or fitness for a particular purpose, nor any warranty, express or implied, is made by Trident. The foregoing states Trident Emergency Products, LLC's entire and exclusive liability and buyer's exclusive remedy for any claim or damages in connection with the sale of its products. In no event shall Trident be liable for any special incidental, or consequential damages whatsoever.



Please use Trident part numbers and descriptions when placing orders. All orders must be written. E-Mail [sales@tridentdirect.com](mailto:sales@tridentdirect.com) or FAX to (215) 293-0701 or Place Online at [TridentDirect.com](http://TridentDirect.com). All orders will be acknowledged by Trident within 2-days and shall become final after acknowledgement, if not challenged.

**No verbal orders will be accepted.**

### Ordering

### Terms

1% 10NET30 days on approved credit, or with MC/Visa credit card. Service charge 1.5% on past due accounts.



### Freight

F.O.B. Hatboro, PA, USA. Our responsibility ceases upon delivery to common carrier. Consignee must file claim for storage and damaged freight with the carrier.

### Delivery

Most standard items are shipped in five business days or less. Consult with customer service for availability, special threads or special order products.


### Return Policy

No material will be accepted for return without authorization by the factory, and a return goods authorization number assigned. Materials must be returned prepaid. A 20% restocking fee normally applies. No material will be accepted for a credit after one year from the date of purchase.

**Custom products and special orders are not returnable.**

### Titan™ Foam Pump Warranty

Please contact Trident for details on the warranty for our series of foam pumps.



### Safety First!!!

**Serious Injury, Death and Destruction of Property can result from improper selection or improper use of products described in this catalog. Since TRIDENT has no control over the number and variety of applications for which its products may be purchased or the conditions under which they may be used, TRIDENT liability on any claim, whether in contract, tort (including negligence), or otherwise, for any loss or damage shall in no case exceed the price paid for the product or any part thereof which give rise to claim. As always, TRIDENT technical assistance and support is available for your convenience.**



### Warning - User Responsibilities

The customer, installer and end-user shall assume sole responsibility in making the final selection of products and accessories. Furthermore, these parties shall hold TRIDENT harmless for all liability, claims, suits, and expenses incurred. These parties shall ensure maintenance, safety precautions and warnings regarding the application are enforced at all times. TRIDENT is not responsible for use of products in excess of rated and recommended capacities, design functions or abnormal conditions.



### Caution - Proper Selection of Accessories

TRIDENT offers a wide variety of accessory items and optional features for its products. It is the sole responsibility of the customer, installer and end users to ensure that the proper items and features have been selected to fit the application.



### Warning - Follow Instructions

The customer, installer, and end users shall ensure that all potential users of these products receive continual training and access to all relevant product manuals and safety instructions. This information should be thoroughly reviewed prior to installation, stored and reviewed continually during use of the product. TRIDENT assumes no responsibility for fitness of installation and continued use in specific applications.



### Customer Service: Phone (215) 293-0700 FAX (215) 293-0701 EMAIL [sales@TridentDirect.com](mailto:sales@TridentDirect.com)

We pride ourselves with exceptional customer service and are available to answer questions pertaining to new or existing orders and any of your after the sale support concerns. If a product needs to be returned, please call and request a Returned Goods Authorization (RGA) number. Warranty claims must be made by an authorized TRIDENT employee. Be prepared to provide the product model number and purchase invoice number. Replacement parts ordered will be invoiced to your account. Once an RGA number is received you must write it on all boxes and paperwork. TRIDENT will not accept your returned goods without an RGA number. Upon receiving the return, if it is determined to be covered under warranty, a credit memo will be issued and mailed to you for your records.



**Note:** All designs, specifications, and dimensional data contained in this catalog are subject to change without notice. No additional warranties, express or implied, including warranties of merchantability for fitness for a particular purpose, are created by the descriptions and depictions of the products on or in this catalog. Not responsible for typographical errors.