



Zip Water North America – Terms and Conditions

Effective: August 18, 2025

For the purpose of these Terms and Conditions of Sale, “Company” means Culligan International d/b/a Zip Water (hereinafter “Zip Water,” “Zip” or “Company”).

Trading Terms: Terms of payment are payment in advance, except by prior arrangement.

Returns Policy: All Zip Water products are made to order; therefore, all sales are final and non-refundable except for defective items supplied by Zip or by prior arrangement. Items returned for credit will only be accepted subject to the following conditions:

- Returns will only be accepted within 90 days of initial PO;
- Items returned must not be obsolete, incomplete, damaged or otherwise imperfect;
- No claims for “damaged in transit” or for “short supply” will be considered unless notice in writing is received by Zip within 5 business days of delivery. Any goods returned and accepted, as defective will be credited at invoiced value or replaced upon return of goods to the Company’s warehouse;
- Items cannot be rejected unless damaged, defective or incorrectly supplied. Made to order (MTO) items specially produced or procured to the Customer’s order cannot be rejected as being unsuitable or because they are no longer required by the Customer;
- Goods returned will be subject to a restocking charge of 20% of the invoice price, except by prior arrangement, to offset the Company’s costs in any quality rechecking, packaging and administrative costs of such returns;
- Zip Water is not responsible for freight or shipping charges for returned goods, this cost is solely the responsibility of the customer returning the goods, except by prior arrangement;
- Goods cannot be returned once they have been installed unless deemed to be unrepairable by an approved Zip Water Service Manager, please refer to the Zip Water Limited Warranty Policy for full details;
- All returns MUST have accompanying paperwork quoting a Return Merchandise Authorization (RMA) before goods are accepted back into our warehouse;
- All returns must be shipped back to Zip Water within 30 days of the RMA approval date.
- A RMA can be obtained by visiting go.zipwater.com/rma. If you need additional assistance, please contact our customer care team at 833-233-2358.

Should your product require maintenance at any stage during its life, please contact Zip Service at wecare@us.zipwater.com or by calling 1-833-233-2358.



Change without Notice: Zip has a policy of continuous product development and improvement. Therefore, changes to specifications and prices may be made without prior notice. Products may not be exactly as depicted.

Delivery Charges:

- **Standard Freight Charge per HydroTap system:** \$199 per HydroTap system delivered to store within the continental USA (unless consolidated orders are arranged). A surcharge will be applied if liftgate is required. Hawaii and Alaska shipments will be quoted and charged at standard rates.
- **FFA:** Orders of \$10,000+ ship free to store/warehouses within the continental USA. For Hawaii and Alaska, the threshold is \$20,000+.
- **Drop-ship orders:** Subject to a \$500 LTL freight charge per HydroTap (excluding tax) within the continental USA. Drop-shipping is not available for Hawaii or Alaska.
- **Orders for individual components/accessories (excluding base units):** Subject to standard UPS ground rates.

Prices:

All prices quoted for Zip products, accessories, spare parts or other services are exclusive of Freight Charges and Sales Tax.

Minimum Advertised Pricing: All sales are subject to Zip Water's minimum advertised prices (MAP) as listed in our price file. Failure to comply with minimum advertised prices will result in cancellation of any agreement and violators will not be entitled to purchase further products.