

Effective Date: March 31, 2026 — Supersedes all previously published price schedules, terms, and conditions.

Credit Conditions: Lowell sells only to authorized dealers approved by the Credit Department. Possession of this price schedule does not constitute the right to purchase Lowell products. We reserve the right to terminate credit due to delinquent payment of invoices.

Payment Terms: Net 30. Warehouse or other handling charges are added where applicable. All invoices are payable in U.S. Dollars. Any invoice not paid within 30 days is subject to a monthly 1.5% fee on the outstanding balance.

Credit Cards: For your convenience, we accept Visa, MasterCard, American Express and Discover cards. Credit card orders will be processed upon invoiced shipment. A 4% convenience fee will be applied for all credit card orders.



Freight Terms: All freight charges are F.O.B. factory, Pacific, Missouri. All shipments will be forwarded freight prepaid and charged via the carrier of our choice unless air or overnight freight is specified. Air and overnight shipments traveling via the carrier of your choice will be billed direct to your specified carrier account.

NOTE: Additional carrier charges may apply for advance call delivery notification, lift-gate requirements, inside delivery and residential delivery locations —as designated by the carrier. Lowell may invoice these charges separately.

Lost or Damaged Goods: Lowell is not responsible for any merchandise damage or loss while in transit.

NOTE: All materials should be inspected on delivery before signing.

- 1) Any shipments signed for 'Free and Clear' are the sole responsibility of the consignee.
- 2) Upon inspection, any damage should be reported immediately to Lowell Customer Service at sales@lowellmfg.com for claim processing arrangements.
- 3) All claims must be entered with the carrier involved within three (3) business days of shipment, depending on carrier.
- 4) Goods reshipped under these conditions are subject to Lowell Manufacturing's standard invoicing procedure.

NOTE: Lowell will not accept return of merchandise damaged in transit. We do ask, however, that Lowell Customer Service be contacted immediately regarding shipments refused due to damaged goods.

Delivery Schedule: All purchase orders will be scheduled for delivery on the basis of our present stock and normal production schedule. Custom engineered merchandise or specially finished items, including rack items finished in colors other than black, may be subject to additional lead time and additional charges. Blanket and hold-for-release orders must take delivery and be invoiced within 90 days of order date.

Minimum Billing: All orders are subject to a \$50.00 net billing per shipment. Orders amounting to less than \$50.00 per shipment will be invoiced at \$50.00 net plus freight.

Packaging: All packaging will be left to the discretion of Lowell. Should special packaging or crating be required, additional charges may apply.

Standard Carton Quantities: All products must be ordered in multiples of the quantity specified in the STD CTN column of the price list.

Return Goods: Products that are made to order are not returnable. For other products, return merchandise authorization (RMA) in written form must be obtained from Lowell prior to the return of merchandise for credit. Unauthorized returns will be refused and consigned to the carrier at the expense of the shipper. All return goods are subject to a 25% restocking charge with the following two exceptions: (1) Claims under our limited warranty, (2) Errors in shipment by Lowell.

The following terms and conditions apply to all approved returns:

- 1) All products must be returned within sixty (60) days from the date of original shipment, except for UPSs. All UPS sales are final with no returns allowed.
- 2) Items must be standard catalog products (merchandise that is modified, obsolete, or custom engineered is not returnable for credit).
- 3) Products must be new, in original packaging, unaltered, and in resalable condition.
- 4) Products must be forwarded freight prepaid with the Lowell RMA number clearly displayed on the outside of each carton. A copy of the original RMA document must also accompany the return. It is the customer's responsibility to arrange for all return shipments including common carrier. If circumstances prohibit customer from arranging shipment, Lowell will arrange shipment for a \$100.00 handling/processing fee.
- 5) Credit will be calculated at the price prevailing at the time of original purchase and allowed only for actual quantities received and counted at our dock. Freight charges will apply and will not be credited for any orders with the exception of the following: (a) claims under our limited warranty; (b) Errors in shipment by Lowell Manufacturing.
- 6) Allowance for returns of Lowell products and services will be in the form of a credit memo.

Limited Warranty: Lowell warrants standard products to be free from defects in material and workmanship, when properly applied under normal use and service, from the date of original purchase. Lowell product warranties vary by model/product family as follows: (i) for a period of five (5) years for all racks and rack accessories; (ii) for a period of one (1) year on electrical/electronic and/or control products/accessories; (iii) for a period of three (3) years on uninterruptible power supplies (UPS); (iv) for a period of five (5) years on speakers and audio components and accessories. In-warranty returns must include a written return merchandise authorization (RMA) from Lowell.

Lowell's liability under this warranty is restricted to the original purchaser of the product, and limited to, (a) repairing or replacing, solely at its option, products which are proven to be defective after inspection at the Company's factory; (b) return of and refund of the price paid. Shipping costs associated with the return of a defective product to Lowell shall be the responsibility of the customer. Lowell will assume payment for ground freight only of the repaired or replacement product.

This warranty shall be void if (a) the product is repaired, altered or modified by anyone other than Lowell; (b) the product is damaged in shipment or improperly used; (c) the product is subject to an adverse operating environment or applied in a manner inconsistent with generally accepted best practice. In addition, this warranty does not cover damage due to improper assembly, installation, handling or maintenance.

The warranty and remedies set forth above are exclusive and in lieu of all others, oral or written, expressed or implied. Under no circumstances can a Lowell agent, employee, dealer or distributor make any modification, extension or addition to this warranty.

To the maximum extent permitted by applicable law, in no event shall Lowell be liable in tort or contract for any direct, indirect, special, incidental or consequential loss or damages arising out of the installation, use or inability to use the products, including, without limitation, any labor costs, loss of business profits or revenue, business interruption, loss of equipment, loss of use of equipment, travel time to a job site, or any other pecuniary loss concerning the use of Lowell products purchased, even if the company has been advised of the possibility of such damages or any claim or claims by other parties. The only obligation of the company under this warranty to the purchaser, if any, shall in no event exceed the purchase price of the products paid.



Custom Fabrication: Lowell welcomes all inquiries regarding custom fabrication. Please submit requests to customfab@lowellmfg.com for evaluation and quoting. Custom requests will be evaluated on a case-by-case basis. Lowell will charge for engineering time and will adhere to minimum order quantities and minimum revenue requirements. Lowell reserves the right to requote any previously ordered custom products. Purchase orders for custom fabrication are non-cancelable and products are non-returnable except for defects in workmanship for a period of three (3) months. Custom production overage up to 10% per line item is allowable, shippable, and billable on custom product orders.

Samples: Inquiries regarding standard catalog items should be directed to the sales representative in your area or to Lowell.

Manufacturer's Statement: All prices, terms, conditions and specifications are subject to change without notice. Lowell makes every effort to avoid errors, however we reserve the right to correct typographical, photographic, clerical and printing errors and to change specifications to improve products and/or methods.

Purchaser's Agreement: Lowell does not accept any terms or conditions stated by Customer or contained in Customer's purchase documents or correspondence that are in addition to, in conflict with, or limit the terms and conditions herein. Customer's order placement shall constitute acceptance of Lowell's stated terms and conditions thereby excluding any additional, conflicting or limiting terms stated or contained in Customer's purchase document or correspondence.

Third Party Listings: The Authority Having Jurisdiction (AHJ) may require specific products to carry a third party listing (e.g. ETL, UL, etc.). As Lowell Manufacturing Co. offers a variety of rack, power and audio products, with and without third party listing, ***it is the responsibility of the purchaser to verify that all products selected comply with applicable code requirements, specifications as per signed contract, and Authorities Having Jurisdiction (AHJ).***

