

PLEASE, PLEASE, PLEASE,

*Please help up avoid any misunderstanding and hard feelings by reading Our Policies  
AND PLEASE DON'T YELL AT US IF YOU CHOOSE NOT TO READ OUR POLICIES!*

*It is the*  
**Consumers Responsibility**  
*to provide the*  
**CUSTOMER SERVICE REP**  
*with the*  
**CORRECT PART NUMBER**

Remember, if you don't know what you want, the best we can do is guess right along with you. We will do everything humanly possible to help you when you have a question - but you can not hold us responsible if you ask for our help and we make a mistake. With our intense and constant training programs we feel our Customer Service Reps know as much or more about our industry than do those of our competition. However, keep in mind that YOU are the PROFESSIONAL and you should know your equipment better than anyone. If you do need assistance and would like to talk directly to our Technical Service Advisor or the Manufacturer of a particular item before ordering, please ask your Customer Service Rep for their extension or phone number and try and remember - when I was a Mobile Washer there was no such thing as an "800" number to call to get a question answered. I had to figure it out for myself and today I am glad I did. Learn your equipment. It will make you a stronger professional. John Allison

**Did you know...**  
**One female cat and**  
**her offspring**  
**can produce**  
**420,000 CATS**  
**in 7 years?**  
***please Spay/Neuter***

**DISCLAIMER**

Some of the pictures within this catalog are for illustration purposes only. Be sure and ask your sales representative if the item in question is represented by the picture herein. EnviroSpec reserves the right to limit quantities of any item(s) in this catalog. Prices are subject to change without notice. It is the purchasers responsibility to order by part number and to ask the sales representative to read back the order along with the current pricing and availability. This catalog is for the sole intent to sell to industry professionals only and possession of this catalog or any marketing material from EnviroSpec does not necessarily mean that we will be able to sell to you.

**RESTOCKING CHARGE**

Any item that is ordered incorrectly and is returned to EnviroSpec with-in 30 days of purchase and in a "**not used**" or "**not installed**" condition and where the credit is to remain on the customers account for future purchases will be credited at full purchase price. If the item in question is to be credited back to the customers credit card it will be done so less a 25%. If payment was made by check we will hold a credit in the customers account. Any credit held in a customers account must be used in it's entirety when the customer places his/her next order. Remember, Items must be returned pre-paid to EnviroSpec and must be in un-used condition and showing no signs of mounting and/or installation.

**RETURNS**

Items ordered and not returned within **30 days** from the original order date or items ordered that are not in our catalog **ARE NOT** returnable. If you are ordering an item that is not in our catalog and would like to talk to the manufacturer first we will gladly give you their phone number. Just ask!

**TERMS**

EnviroSpec accepts Master Card, VISA, Discover, and AMEX. Pressure Washers must be paid for by Certified Funds ONLY or Wire Transfer.

*Ask your sales rep for wire transfer details.*

**WARRANTY**

All items sold in this catalog are **NEW** and not refurbished or used components. EnviroSpec does not warranty any item in this catalog except those that are manufactured by EnviroSpec. All warranties are presented to the buyer by the original manufacturer and must be returned, pre-paid, to said manufacturer for evaluation and adjustments. All returned items must be accompanied by an "**RG**A" (Returned Goods Authorization) which EnviroSpec will obtain for you from the manufacturer. EnviroSpec **WILL NOT** send out replacement item(s) on a "no-charge" basis while the manufacturer is evaluating a returned item. If you need an immediate replacement you will have to purchase said replacement. However, you must understand that all items are covered by a "**repair**" or "**replace**" warranty and you could wind up with two of the same items. *We like to call them "spares".*

**EQUIPMENT PURCHASES**

If you purchase a Pressure Washer or Hot Water Heater you do so under the same terms and conditions that a Pressure Washer Distributor would purchase said equipment. Simply put, we **DO NOT** provide any labor warranty but only a warranty on Parts and Components that go into the make-up of the final product. Also, you **MUST UNDERSTAND** that in shipping large equipment - nuts, bolts, components, etc. may work loose and adjustments may have to be made prior to using the equipment. If you indicate to us that you are familiar with the equipment so you will be able to take advantage of the Discounts and you find yourself needing a Pressure Washer Distributor in your area to make adjustment or repairs for you - you will not be entitled to ANY labor reimbursement.

Remember, you must be able to work on your equipment or you should buy from a distributor.

What it boils down to is...

*...we can't fix equipment over the phone.*

**1-800-346-4876**

**VISA, AMEX,  
Master Card,  
Discover, Check by FAX**