

# **SPI** Spare Parts International

PO Box 311, 141 Durham Road, Suite 19, Madison, Connecticut 06443 U.S.A.

USA Tel: 001.203.318.0040 USA Fax: 001.203.318.0041 Email: info@spiparts.com

## **Important Terms & Requirements**

Thank you for your parts quotation request. We look forward to serving you and providing you with fast service and competitive pricing. However, we have seen too many mistakes made in the past when we do not receive correct and complete information from our customers from the very beginning. We would hate to ship you the wrong parts and then have to deal with the delay and expense of sending another parts order and trying to return the original incorrect shipment. Therefore, we must insist and ask that you give us the following information so that we can accurately and quickly quote you the proper parts:

1. Equipment Model Number (On Data Plate of Equipment)
2. Equipment Serial Number (On Data Plate of Equipment)
3. Clear and Detailed Description of the Part (In Operations/Parts Manual)
4. Correct Part Number (Operations/Parts Manual)
5. Power Requirements of Equipment
  - a. If GAS: L.P. , Natural, or Butane ???
  - b. If ELECTRIC: Voltage, Hertz and Phase

Most of this information is available on the machine itself, or on our website as well as the manufacturer's website. If you cannot provide us with this information, we will do our best to help you. However, we cannot assume responsibility for errors made due to incomplete or incorrect information. We appreciate your understanding and cooperation and look forward to working with you.