

Frequently Asked Questions

1. Are there any changes to your Terms of Sale after transitioning into Pall Filtration Pte Ltd?

Yes there are some changes, we will enclose our updated Terms of Sale with each of our quotation, and you may refer to it there.

2. Are there changes to your local delivery terms and charges come 1st June 2016?

From 1st June 2016, please take note that our delivery terms indicated on our quotation (Incoterms 2010) are ex-works Pall's facility. Local delivery charges may apply. Please refer back to our quotations and raise your purchase orders accordingly. Thank you.

3. I already buy from Pall Filtration Pte Ltd here in Singapore, so Pall Filtration Pte Ltd is already in my vendor list. Do I still need to create a new vendor record for Hach products?

Yes you do as we have set up a different AP/AR arrangement and a different bank account. Please refer to our new company details (on page 1 of our notice) and update our details accordingly. Thank you for your attention.

4. I am already a customer of Pall Filtration Pte Ltd. Can I send my quotation request for Hach products to my usual Pall Filtration Pte Ltd contact person to get a quotation?

No, you can't as we did not combine the sales of Pall Filtration Pte Ltd and Hach together. Your Pall Filtration Pte Ltd contact person will continue to serve you for Pall products and services, and our Hach representative will serve you for Hach's products and solutions.

5. Can I combine my purchase order for both Hach and Pall products after 1st June 2016?

No you can't as our businesses have set up separate AP and AR arrangements and the bank accounts are set up differently too. Please separate your purchase orders and send them separately, thank you.

6. Do you hold stock for Hach products? Can I drop by your office at The Capricorn to purchase Hach products after 1st June 2016?

Unfortunately we do not hold stock in the office; our Hach products are stored in our external warehouse facility. Please contact Ms. Maggie Lau at mlau@hach.com or Phone: (65) 6389 6477 for your ordering requirements, thank you.

7. I have a standing purchase order, service contract or tender agreement for the supply of Hach products through Fluke South East Asia Pte Ltd which will extend beyond 1st June 2016. How will you honour that existing purchase agreement?

We will work with you to move all existing contracts, agreements to Pall Filtration Pte Ltd by 1st June 2016. From 1st June 2016 onwards, we will honour existing purchase agreements under Pall Filtration Pte Ltd.

- 8. I have an existing valid product warranty for Hach products that was sold under Fluke South East Asia Pte Ltd, it will extend beyond 1st June 2016. How will you honour that warranty?**

We will maintain our warranty clauses for Hach products as before. We will honor all existing product warranty and will honor it through Pall Filtration Pte Ltd from 1st June 2016 onwards. Please contact Ms. Hellen at seaservice@hach.com or by phone: (65) 6389-6479 if you have any questions on your product warranty and servicing/calibration requirements, thank you.

- 9. Why is there a change in your quotation format? Which quotation will you honour?**

During the transitional period between now till 1st June, we may issue a quote from either Fluke South East Asia Pte Ltd or Pall Filtration Pte Ltd. This could be due to ex-stocks available, or other operational reasons in order to fulfil your specific order. Please refer to our valid quotations and bear with us during this period. If in doubt, please contact Ms. Maggie Lau at mlau@hach.com or Phone: (65) 6389 6477 to clarify. Thank you for your understanding.

- 10. Do I need to change the Hach company records for businesses outside of Singapore?**

No, this change affects only our Singapore operations. Do not change your existing Hach records for transactions occurring out of Singapore. If you have any doubts, please contact Ms. Maggie Lau at mlau@hach.com or Phone: (65) 6389 6477 to clarify. Thank you for your understanding.