



# **What's Changing for You?**

**A. O. Smith**  
**500 Tennessee Waltz Parkway | Ashland City, TN 37015**

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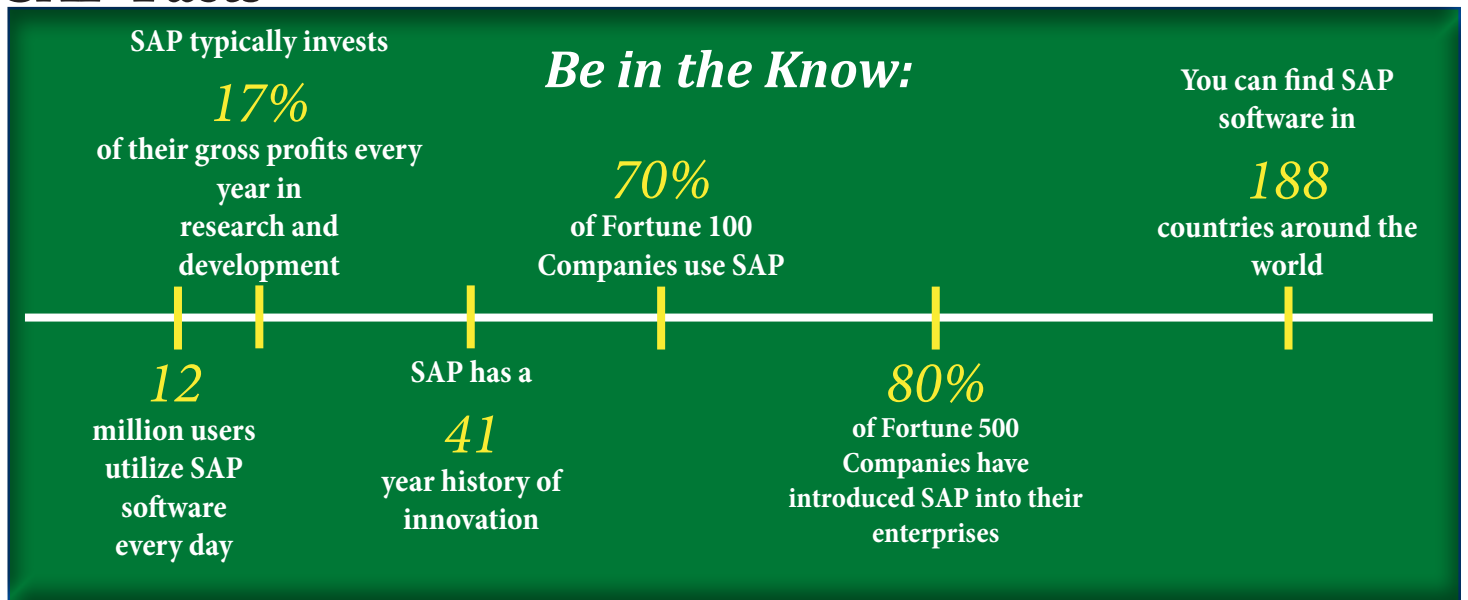
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*A. O. Smith* is engaging in a business initiative with the installation of an Enterprise Resource Planning (ERP) System. The ERP system we have decided to implement is SAP, and we believe this will provide us with the innovative technology that is standard at A. O. Smith. This change will enable us with the necessary tools to not only meet our customer needs, but also better collaborate with you.



**SAP** is the name of the software company and the software it sells. It stands for “Systems, Applications, and Products in Data Processing.” SAP (the software) is an Enterprise Resource Planning (ERP) system.

## SAP Facts



In this booklet, you will find current and future images of familiar A. O. Smith forms. The purpose of this booklet is to familiarize our customers with how these forms will look in the future.

Differences are noted for each change that will occur with the transition to SAP.

## *What's Changing for You?*

### **What's Changing?**

- Material (Part) Numbers
- Logos Will No Longer Appear on Any A. O. Smith Document
  - Serial Numbers
- Customer Account Numbers
- Model Descriptions

### **What's Not Changing?**

- Dimension Information
- Model Numbers
- UPC Numbers

## *Significant Change*

With the implementation of SAP as the company's single Enterprise Resource Planning (ERP) system, standardization has become critical to the success and operation of the entire business. Please review the two most significant changes below. Both of these changes are illustrated in the following pages of this booklet.

*Why it Matters to You*

### **Part Number Change:**

In October of 2016, you will see a field known as the "material number" on A. O. Smith documents. To better accommodate product upgrades and revision changes we are moving to a sequential numbering standard. The new material number field, an assigned, system generated number will replace our current Item ID/ Part Number. Additionally, you will see a base model field and a full description field to include material-level specifics. You will be able to place your order by material number, base model with options, old part number, UPC number, or your customer part number (if applicable).

### **Serial Number Change:**

The new format is a nine-digit numeric serial number generated automatically within SAP. A four-digit date code (YYWW - Year/ Week) will appear before the serial number any time it is printed. The alpha character has been eliminated, allowing customers to input their own serial number into a phone when calling for assistance in the future.

Customers will still have the ability to scan as they are accustomed to scanning today. The barcode will only capture the 9-digit SAP generated serial number; it will not include the date code. You will begin to see this change in October of 2016.

**New Format:** 1601 123 456 789

**Date Serial Number**  
YYWW

(Year: 2016, Week: 1st Week of the Year )

**Old Format:** 1604A012345

# Advance Shipping Notice

## Changes:

- Today, you receive the Advance Shipping Notice via email (upon request).
- In the future, you will receive a PDF version of the future state Advance Shipping Notice (pictured right).

## Important to Note:

- Material (Part) Numbers have changed.

<b>A. O. Smith</b> 500 Tennessee Waltz Parkway Ashland City, TN 37015		<b>Advance Shipping Notice</b> 8000056323															
<b>SHIP TO:</b> COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US Ph: _____ Fax: _____		<b>INFORMATION:</b> Order No: 1000047615 Order Date: 10/02/2015 PO Number: ORDER PO Date: 10/02/2015 BOL No.: 1662 Carrier: Tracking Info: ASN Date: 10/07/2015 Est. Delivery Date: 10/06/2015															
<b>SOLD TO:</b> COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US Ph: _____ Fax: _____																	
<b>ADDITIONAL HEADER INFORMATION</b>																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">ITEM#</th> <th style="text-align: left;">MATERIAL # / DESCRIPTION</th> <th style="text-align: left;">UPC</th> <th style="text-align: left;">QTY</th> <th style="text-align: left;">UOM</th> <th style="text-align: left;">SHIPPED</th> <th style="text-align: left;">NET WEIGHT</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">10</td> <td style="text-align: left;">100108290 ELE-4500W 240V SI CU BETTER</td> <td></td> <td style="text-align: left;">100</td> <td style="text-align: left;">EA</td> <td style="text-align: left;">100</td> <td style="text-align: left;">LB</td> </tr> </tbody> </table>				ITEM#	MATERIAL # / DESCRIPTION	UPC	QTY	UOM	SHIPPED	NET WEIGHT	10	100108290 ELE-4500W 240V SI CU BETTER		100	EA	100	LB
ITEM#	MATERIAL # / DESCRIPTION	UPC	QTY	UOM	SHIPPED	NET WEIGHT											
10	100108290 ELE-4500W 240V SI CU BETTER		100	EA	100	LB											
Tel. _____ Fax _____		<a href="http://www.hotwater.com">www.hotwater.com</a>															
		Page 1 of 1															

*\*The future state document (above) is a design document and does not reflect accurate data.*

# Order Confirmation

## Changes:

- Today, you receive the Order Confirmation via email (upon request).
- In the future, you will receive a PDF version of the future state\* Order Confirmation (pictured right).

## Important to Note:

- Material (Part) Numbers have changed.

<b>A. O. Smith</b> 500 Tennessee Parkway Ashland City, TN 37015		<b>Order Confirmation</b> 1000047615																																					
<b>SHIP TO:</b> COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US		<b>INFORMATION:</b> Order Date: 10/02/2015 PO Number: Order PO Date: 10/02/2015 Est. Delivery Date: 10/02/2015																																					
<b>SOLD TO:</b> COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US .....		<b>TERMS:</b> Terms: Incoterms: EXW/PLANT Inv Due Date: Currency: USD																																					
<b>ADDITIONAL HEADER INFORMATION:</b>																																							
<table border="1"> <thead> <tr> <th>ITEM#</th> <th>MATERIAL # / DESCRIPTION</th> <th>QTY</th> <th>UOM</th> <th>UNIT PRICE</th> <th>TOTAL VALUE</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>100108290 ELE-4500W 240V SI CU BETTER</td> <td>100</td> <td>EA</td> <td></td> <td></td> </tr> <tr> <td colspan="4"></td> <td>SUBTOTAL</td> <td>.....</td> </tr> <tr> <td colspan="4"></td> <td>FREIGHT</td> <td></td> </tr> <tr> <td colspan="4"></td> <td>TAXES</td> <td></td> </tr> <tr> <td colspan="4"></td> <td><b>TOTAL AMOUNT DUE</b></td> <td></td> </tr> </tbody> </table>				ITEM#	MATERIAL # / DESCRIPTION	QTY	UOM	UNIT PRICE	TOTAL VALUE	10	100108290 ELE-4500W 240V SI CU BETTER	100	EA							SUBTOTAL	.....					FREIGHT						TAXES						<b>TOTAL AMOUNT DUE</b>	
ITEM#	MATERIAL # / DESCRIPTION	QTY	UOM	UNIT PRICE	TOTAL VALUE																																		
10	100108290 ELE-4500W 240V SI CU BETTER	100	EA																																				
				SUBTOTAL	.....																																		
				FREIGHT																																			
				TAXES																																			
				<b>TOTAL AMOUNT DUE</b>																																			
Buyer shall pay Seller the full purchase price as set forth in Seller's Documentation. Unless Seller's Documentation provides otherwise, freight, storage, insurance and all taxes, duties or other governmental charges relating to the Goods shall be paid by the Buyer. If Seller is required to pay any such charges, Buyer shall immediately reimburse Seller. All payments are due within 30 days after receipt of invoice. Buyer shall be charged the lower of 1 ½ % interest per month or the maximum legal rate on all amounts not received by the due date and shall pay all of Seller's reasonable costs (including attorneys' fees) of collecting amounts due but unpaid. All orders are subject to credit approval.																																							
ANY WARRANTIES PROVIDED WILL BE AS ATTACHED TO THE PARTICULAR GOODS OR PRODUCT																																							
Tel.		<a href="http://www.hotwater.com">www.hotwater.com</a>																																					
Fax		Page 1 of 1																																					

\*The future state document (above) is a design document and does not reflect accurate data.

# Packing List

LINE	ITEM NUMBER	DESCRIPTION	SERIAL NUMBERS	QTY	ORD	QTY	SHP
A.O. SMITH (WPC), INC. PACKING LIST PAGE: 1 WATER PRODUCTS DIVISION 500 TENNESSEE WALTZ PKWY ASHLAND CITY, TN 37015 LOAD/STOP/SEQ 4016/ 020/001 SHIP TO: COMPANY XYZ 555 MUSIC ROW SOLD TO: SYMPHONY MA 23415 US ASN#.....: 6DAO72042001 ORDER-RELEASE...: AO72042-001 DATE ORDERED...: 3/21/16 DATE EXPECTED...: 4/04/16 DATE PACKED...: 4/01/16 PO NUMBER.....: 5604295 INSTR...: 608-314-1079 APPT WITH MARK JS 3/28							
0001	9320066000	ATI540H00N000000	199000	1		1	
	CST SKU AOSATI540HN						
	1613A021476						
0002	9200554002	GPVL5001P040S19	040000	2		2	
	CST SKU AOSGPVL50LPMAR						
	1613A008246	1613A008249					
0003	9212008005	GPVT5001P040S19	050000	2		2	
	CST SKU AOSGPVT50LPMAR						
	1613A007879	1613A007892					
0004	9260427037	EJC10261411S19	1650/0000	1	1.65KW120V	1	1
	CST SKU AOSEJCL0MAR						
	1601J008454						
0005	9212119001	GCG5000L010S19	040000	6		6	
	CST SKU AOSGCG50NMAR						
	1613A016292	1613A016293	1613A016301	1613A016302	1613A016303		
	1613A016304						
0006	9212006006	GPVT5000L010S19	050000	1		1	
	CST SKU 14558						
	1611A003132						
0007	9200551005	GPVL4000L010S19	040000	6		6	
	CST SKU 14467						
	1613A000473	1613A000474	1613A000477	1613A000478	1613A000479		
	1613A000480						
0008	9200604001	GCR4000L010S19	040000	17		17	
	CST SKU 19887						
	1613A009896	1613A009897	1613A009898	1613A009899	1613A015462		
	1613A015463	1613A015464	1613A015465	1613A015470	1613A015471		
	1613A015472	1613A015473	1613A015474	1613A015475	1613A015476		
	1613A015477	1613A015516					
0009	9212092001	GCR4000L010S19	040000	10		10	
	CST SKU AOSGCR40NMAR						
	1613A010650	1613A010665	1613A010666	1613A010668	1613A010696		
	1613A010697	1613A010699	1613A010700	1613A010701	1613A010703		
0010	9200552002	GPVL4001P040S19	040000	1		1	
	CST SKU AOSGPVL40LPMAR						

Current

## Changes:

- Material (Part) Numbers and Serial Numbers have changed.

Important Note: The future state document is a design document and does not reflect accurate data.

# Packing List

**A. O. Smith**  
**500 Tennessee Waltz Parkway**  
**Ashland City, TN 37015**

## Packing List

**#90000106**

<b>SHIP TO:</b>
SHIP TO NAME/ SHIP TO NUMBER SHIP TO ADDRESS 1 SHIP TO CITY, STATE, ZIP SHIP TO COUNTRY SHIP TO PHONE / FAX
<b>SOLD TO:</b>
SOLD TO NAME/ SOLD TO NO SOLD TO ADDRESS 1 SOLD TO CITY, STATE, ZIP SOLD TO COUNTRY SOLD TO PHONE/FAX
<b>SHIP FROM:</b>
SHIP FROM NAME SHIP FROM ADDRESS 1 SHIP FROM CITY, STATE, ZIP SHIP FROM COUNTRY SHIP FROM PHONE / FAX

<b>INFORMATION:</b>
Order No: 100001234 Order Date: 12/1/2014
PO Number: 132-1234567890 PO Date: 11/30/2014
Delivery No: 000001234 Delivery Date: 12/22/2014
BOL No: 8100000001 Carrier: RE WEST Tracking Info: 1234567890 Load Date: 12/1/2014 Ship Date: 12/22/2014 Trailer:

**ADDITIONAL HEADER INFORMATION:**

ITM #	MATERIAL # / DESCRIPTION	QTY ORDERED	UOM	QTY SHIPPED
10	100159179 GCR 40gal NG 40kBTU 0-10.1k FT NOX<40 CAT-I RM AL-1A ST&P 150PSI	10	EA	10
SERIAL #: 1412100000001, 1412100000002, 1412100000003, 1412100000004, 1412100000005 1412100000006, 1412100000007, 1412100000008, 1412100000009, 1412100000010				

Tel.

www.hotwater.com

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Future

# Bill of Lading

<b>STRAIGHT BILL OF LADING-SHORT FORM-ORIGINAL-Not Negotiable</b>		Page 1 of 1
RECEIVED, subject to the classifications and tariffs in effect on the date of issue of this Original Bill Of Lading.		
<b>CARRIER:</b> RE WEST	BOL No. <u>ASH272538</u>	
<b>TRAILER/CONTAINER:</b> 5042D	Carrier's No. <u>WSRE</u>	
	Seal Nos. <u>1145505</u>	
<b>FROM:</b> <b>AC Smith</b>	A.O. Smith Water Products Co. 500 TENNESSEE WALTZ PKWY ASHLAND CITY, TN 37015	
	TPM# <u>307310</u> 4/01/16 4016	
The property described below, in apparent good order, except as noted (contents and condition of contents of packages unknown), marked consigned and destined as indicated below, which said carrier (the word carrier being understood throughout this contract to mean any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all or any portion of said property over all or any portion of said route to destination, and as to each party at any time interested in all or any of said property that every service to be performed hereunder shall be subject to all the terms and conditions of the Uniform Domestic Straight bill of Lading set forth (1) in Official, Southern, Western and Illinois Freight Classifications in effect of the date hereof, if this is a rail or rail-water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment. Shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading, including those on the back thereof, set forth in the classification or tariff which governs the transportation of this shipment, and the said terms and conditions are hereby agreed to by shipper and accepted for himself and his assigns.		
<b>CONSIGNEE TO</b> COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US		<b>DO NOT LAY THESE HEATERS ON THEIR SIDE</b>
<b>DESTINATION</b> COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US		
<b>Pkgs</b>	<b>Type</b>	<b>HM</b>
111	CTNS	
<b>Description of Articles</b>		
WATER HEATERS		
<b>NMFC</b>	<b>Class</b>	<b>Weight</b>
26520-2	125	17538 LB
Subject to Section 7 of Conditions of applicable bill of lading, if this shipment is to be delivered to the consignee without recourse on the consignor, the consignor shall sign the following statement: The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.		
Jennifer Bartosch (Signature of consignor)		
<b>Freight Terms:</b>		
<b>PREPAID</b>		
Received \$ _____ to apply on prepayment of the charges on the property described hereon.		
Agent or Cashier Per _____ (The signature here acknowledges only the amount prepaid)		
<b>Charges</b>		
Advanced \$ _____		
+The fibre boxes used for this shipment conform to the specifications set forth in the box maker's certificate thereon, and all other requirements of Consolidated Freight Classification. -Shipper's imprint in lieu of stamp; not a part of bill of lading approved by the Interstate Commerce Commission.		
Stop# 1 COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US  5293892 AO72016-001 4/04/16 7:30 Totals: 55 Pieces 9057 LB 608-222-7799 APPT WITH ZACH		
This is to certify that the above named materials are properly classified, described, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation. Delivery problems/OS&D? Call Transportation Dept: 800-807-7014 Option #5		
Charges for services not listed on this Bill of Lading are the responsibility of the consignee.		
	SHIPPER, PER _____	AGENT _____
		PER _____

## Changes:

## Current

- Material (Part) Numbers have changed.

Important Note: The future state document is a design document and does not reflect accurate data.



# Bill of Lading

## BILL OF LADING

PAGE 1 of 1

**SHIP FROM:**  
**A. O. Smith**  
**500 Tennessee Waltz Parkway**  
**Ashland City, TN 37015**

Bill of Lading Number: 1142  
 Carrier Name / SCAC: Bekaert  
 Trailer Number: SCMU2923393  
 Seal Number: 639510  
 Pro Number: 654322  
 Freight Terms: Prepaid

**SHIP TO:**  
 Fergusson Ship-tp  
 4 Collin St  
 MASPETH, NY US 11378



1142

**FREIGHT CHARGES BILL TO :**

Ferguson Branch, Tennessee  
 450 North Robinson Road A  
 TEXARKANA, TX US 75501

ADDITIONAL INFORMATION

FIRST STOP  
 Appointment 04/04/2014 10:00 AM

DELIVERY SPECIFIC INFORMATION

Scheduled With: Fergusson Ship-tp PH#999 99 97  
 Booking: CL5472880 VSL: MAERKS DRURY VOY: 1204

CUSTOMER ORDER NUMBER	QTY	TOTAL WT	Pallets
PO# FUT113 ORDER# 1498	102	9,515	2

HAZMAT INSTRUCTIONS

**CARRIER INFORMATION**

HANDLING UNIT		Weight	HM (X)	COMMODITY DESCRIPTION	NMFC #	Freight Class
QTY	TYPE					
Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Section 2(e) of NMFC Item						
3	EA	300		LDCE32-40R		
71	EA	6,275		TANK40GallonGCV-389	41024-4	85
21	EA	2,240		TANK40GallonGCV-390-Cirrex	26520-1	85
7	EA	700		WaterHeaterIndustrial50Gal.(3)	26520-2	85

**Total 102      Total Weight 9,515      DO NOT LAY WATER HEATERS ON THEIR SIDE**

Received, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and the shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations. Accessorials require written approval.

Trailer Loaded:  
 By Shipper   
 By Driver

NOTE: Liability limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. 14706 (c) (1) (A) and (B).

Subject to Section 7 of conditions of applicable bill of lading, if this shipment is to be delivered to the consignee without recourse on the consignor, the consignor shall sign the following statement: The carrier shall not make delivery of this shipment without payment of freight and other lawful charges. -  
 MANAGER

This is to certify that the above named materials are properly classified, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.

Freight Counted:  
 By Shipper   
 By Driver - Pallets Said to Contain   
 By Driver - Pieces

Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted.

Shippers Signature/Date  
 \_\_\_\_\_

Carrier Signature/Pick up Date:  
 \_\_\_\_\_

# Invoice



500 TENNESSEE WALTZ PKWY  
ASHLAND CITY, TN. 37015-1299  
TELEPHONE: 866-362-9898

**INVOICE**  
4467513

**DATE:** 03/23/2015  
**HT - USD**

<b>CUSTOMER:</b> A03712	<b>SHIP TO:</b> COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US
<b>BRANCH:</b>	
<b>ACCT TYPE:</b> DE REP: 52	<b>SOLD TO:</b> COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US
<b>VENDOR:</b>	
<b>P.O. DATE:</b> 02/02/2015	
<b>P.O.:</b> M3802	
<b>REMIT PAYMENT TO:</b> AO SMITH WATER PRODUCTS 12024 COLLECTION CENTER DR CHICAGO, IL 60693	

MODEL NUMBER	DESCRIPTION	QTY ORDERED	QTY SHIPPED	UNIT PRICE	AMOUNT
2 PCS DVE-200 GALLON 180KW 380V 3PH WATER HEATER- 950001		5008			
+ IEC, AND WITH CSA RATED RELIEF VALVE- USE N240X-9					
REF: P/O M3802					
+++ FOR BOOKING # : LAX/HKG/D45879					
VESSEL/ VOYAGE: HYUNDAI COURAGE/ V.42					
INLAND PICK UP BY OAK HARBOR FREIGHT LINES					
THESE COMMODITIES & TECH SHIPPED IN ACCORDANCE WITH U.S. EX- PORT ADMINISTRATION REGULATIONS FOR THE ULTIMATE DESTINATION OF MACAU. PRC DIVERSION CONTRARY TO U.S. LAW IS PROHIBITED.					
THIRD PARTY BILLING FOR FREIGHT TO PORT:					
DCL C/O CTS PAYMENT PLAN; P/O BOX 441326; KENNESAW, GA 30160					
INCOTERMS: EXWORKS- RENTON, WA USA					
++ CRATING MUST BE ISPM-15 STAMPED (CHINA WOOD) ++					
ELE 9500015008	DVE 200 DVE200-180KW 380V3PH	2	2		
					<b>TOTAL AMOUNT DUE</b>

**INVOICE DATE:** 03/23/2015    **INVOICE NUMBER:** 4467513    **TERMS:**

SELLER DISCLAIMS ALL OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE

**BOL NUMBER:** SEA040923    **DATE SHIPPED:** 03/23/2015  
**FOB POINT:** SEA    **SALES ORDER:** SE02819  
**SHIP VIA:** OAK HARBOR FRT LINES    **REL. NO.:** 001  
**PRO:** 21629209

THANKS FOR BEING OUR CUSTOMER  
FILE COPY

## Changes:

- No logo will appear on this document.
- Material (Part) Numbers have changed.

### The Specifics:

- Currently on the Invoice, Discounts, Allowances, and Fees are listed as line items on the invoice.
- The future Invoice will list subtotaled Discounts, Allowances, and Additional Fees that apply to you at the bottom of the document.

Important Note: The future state document is a design document and does not reflect accurate data.

# Invoice

**A. O. Smith**  
**500 Tennessee Waltz Parkway**  
**Ashland City, TN 37015**

**Invoice**  
**9000068690**

<b>SHIP TO:</b>	
COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US	
PH:	FAX:
<b>PAYER:</b>	
COMPANY XYZ 555 MUSIC ROW SYMPHONY MA 23415 US	
PH:	FAX:
<b>TERMS:</b>	
Terms: Inco Terms: EXW/PLANT Inv Due Date: Currency: USD	

<b>INFORMATION:</b>	
Invoice Date:	10/07/2015
Order No:	1000047615
Order Date:	10/02/2015
PO Number:	Order
PO Date:	10/02/2015
BOL No:	1662
Carrier:	
Tracking Info:	
Ship Date:	10/06/2015
<b>REMIT TO:</b>	
; Lock Box # 12610 12024 Collections Center Drive Chicago, IL 60693 USA	

**ADDITIONAL HEADER INFORMATION:**

ITEM#	MATERIAL # / DESCRIPTION	QTY	UOM	UNIT PRICE	TOTAL VALUE
10	100108290  GCR 40 gal NG 40k	100	EA		
				SUBTOTAL	
				FREIGHT	
				TAXES	
				<b>TOTAL AMOUNT DUE</b>	

Buyer shall pay Seller the full purchase price as set forth in Seller's Documentation. Unless Seller's Documentation provides otherwise, freight, storage, insurance and all taxes, duties or other governmental charges relating to the Goods shall be paid by the Buyer. If Seller is required to pay any such charges, Buyer shall immediately reimburse Seller. All payments are due within 30 days after receipt of invoice. Buyer shall be charged the lower of 1 ½ % interest per month or the maximum legal rate on all amounts not received by the due date and shall pay all of Seller's reasonable costs (including attorneys' fees) of collecting amounts due but unpaid. All orders are subject to credit approval.

ANY WARRANTIES PROVIDED WILL BE AS ATTACHED TO THE PARTICULAR GOODS OR PRODUCT

Tel.  
Fax.

[www.hotwater.com](http://www.hotwater.com)

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Future

Please address questions to:

A. O. Smith

500 Tennessee Waltz Pkwy

Ashland City, TN 37015

