

LORENTCO STANDARD TERMS AND CONDITIONS

PRICING AND AVAILABILITY

No prices include GST, PST, HST, Freight or Insurance. Prices are subject to change without prior notice. All products are subject to availability. The customer may be asked at the discretion of LORENTCO if a substitution of an unavailable component may be made. The final invoice will be adjusted to show the new value if an item of different cost is substituted.

Purchase Orders

Purchasers purchase orders for LORENTCO products are subject to these standard terms and conditions of sale upon acceptance of goods. Failure of LORENTCO to object to provisions contained in any purchase order or other communication from the purchaser (including, without limitation, penalty clauses of any kind), shall not be construed as a waiver of these conditions, nor an acceptance of any such provisions. Minimum Account Billing \$70.00, Minimum Cash Billing \$25.00.

PAYMENT

All sales are to be prepaid or C.O.D. by cash or certified cheque. Preprinted company cheques will be accepted upon credit approval. Personal and blank counter cheques will not be accepted. Overdue accounts will be charged interest at the rate of 2% per month or 0.06575 per day from the date of invoice. The customer agrees to pay for all of the sellers costs related to the collection of any sums due including overhead allocated to employee efforts and any legal fees and collection expenses incurred.

SHIPPING

All shipments are F.O.B. our location in Kitchener, Ont. Freight and insurance charges are the responsibility of the customer. Unless otherwise specified all shipments will be insured and shipped via UPS Standard Service. It is the customer's responsibility to report any shipping damages to the Courier Company Immediately. If a product appears in any way to be damaged, then retain all packaging and material and contact the carrier immediately. LORENTCO will provide you with the necessary assistance in order for you to make a claim.

WARRANTY

The products integrated and sold by LORENTCO are not manufactured by LORENTCO. All products are covered by the manufacturer's warranty, direct from the manufacturer. LORENTCO may (at our option) assist in offering warranty repair. Unless specified otherwise. All integrated Products are sold with a one-year parts and labor warranty against defects in material and workmanship. The warranty does not cover defects caused by misuse or any physical damages caused by shipping, customer actions, or environment. Warranty repairs include return shipping charges, but do not include return shipping insurance. A P.O. may be requested to cover return shipping insurance if required. **LORENTCO expressly disclaims any warranty of merchantability, or fitness for a particular purpose this warranty excludes certifications or the like for equipment performance, use or design with respect to any equipment performance, use or design with respect to any standard, regulation or the like, (unless and to the extent independently approved in writing by a LORENTCO officer) and extends only to the purchaser or to a customer purchasing from the purchaser.** There is no implied warranty that any of the products sold will be fit for any particular purpose. All warranty returns are subject to the R.M.A. return policy outlined below. NOTE: All manuals, accessories, disks, and original packaging must be retained and if requested returned with warranty claims.

LIABILITY

LORENTCO or any of its employees or principal members or owners will not whether expressed or implied, be liable for any damages, injury, lost data, loss of life, lost production, or any financial and or physical losses in any way resulting from the use of our products. Total liability is limited to the purchase price of the product. It is the purchasers and end users responsibility to verify the safety and suitability of any product use in the given environments.

D.O.A. RETURN POLICY

D.O.A. products must be reported to LORENTCO within 48 hours of receipt of goods. D.O.A. return is subject to the same R.M.A. Return policy outlined below. All D.O.A. product must be returned with all packaging material accessories etc. included. In "AS NEW" condition.

R.M.A. RETURN POLICY

Prior to shipping product back to LORENTCO, a R.M.A. number must be obtained from LORENTCO. In order process your R.M.A. return promptly, the products must be returned PREPAID to our location with the following:

1. A copy of original invoice showing the serial numbers.
2. A brief note describing the problem and defective symptoms.
3. All other requested material or packaging.
4. The R.M.A. number must be clearly visible on the outside of the box.

All collect shipments will be refused. Improper packaging, physical damages, or alteration of any serial numbers will void all warranties. Any goods returned for warranty that are found to be non-defective, or are found to be defective because of customer installed software, viruses, defective add on cards, or are damaged as a result of misuse (Including static discharge, physical damage, and or chemical or substance contamination) will be shipped back to the customer collect. A service charge may be applied. It is the customer's responsibility to make sure that all R.M.A.'s are properly packaged, and insured. The customer must purchase return shipping insurance at extra cost.

RETURN FOR CREDIT

Credit will not be issued on any special orders, custom systems, or goods purchased over 7 days. Merchandise will be accepted for credit only if returned in "AS NEW, SEALED and RESALABLE" condition including original packing and manuals. A 25% restocking charge will be applied. All returns for credit are subject to the same R.M.A. return policy as outlined above. LORENTCO reserves the right to refuse any requests to issue credit for return product. All returns for credit are to be applied on future purchases only. No refund cheque will be issued.

HOURLY LABOR RATES

Hourly Labor: \$ 80.00 / hour, minimum 1 hour for In House work
On site \$100 / hour Minimum 4 hours
Travel time \$70 / hour + mileage @ \$0.45/KM
All Airline and other travel Expenses Extra

LORENTCO

88 Pioneer Tower Rd. RR#3 Kitchener, ON. N2P 2H8
PHONE 519-653-7744; FAX 519-653-7744
www.lorentco.com