

Isomass Terms and Conditions:

1. Pricing in US Dollars.
2. Applicable duties and taxes are extra and are the responsibility of the receiver.
3. Shipping is not included in the quoted pricing, unless otherwise specified or determined.
4. FCA Calgary.
5. Quote Valid for 30 days.
6. Payment terms: Net 30 unless otherwise stated.
7. Prices subject to change without notice.
8. For your protection credit card information is only accepted by phone or fax.
9. Any additional parts supplied by Isomass will be billed at Isomass' normal retail price. Customer authorization will be confirmed prior to the provision of these parts.

Warranty & Returns Policy

Service Exchange Parts (Generally, those parts with part number ending in EX)

- I. Service Exchange Parts are supplied on an exchange basis. **Additional charges** will be levied for parts that are not returned within 3 weeks of delivery of the new part. These charges will equal the replacement value of the parts supplied.

Returns:

- I. Non stock parts ordered ***specifically for the customer*** and used for testing purposes only will incur a minimum **50% restocking fee**.
- II. Non stock parts ordered ***specifically for the customer*** and are unused (unopened and in original packaging) will incur a restocking fee equivalent to that charged by the vendor, **minimum 20%**.
- III. Parts supplied from Isomass stock that are used for testing purposes only will incur a **20% restocking fee**.
- IV. Parts supplied from Isomass stock that are unused (unopened and in original packaging) will incur a **5% restocking fee, minimum of \$200**.

Part Warranty

- I. The **warranty** on parts is 90 days from Isomass Scientifics' shipment date unless otherwise specified or determined by the manufacturer.