

**PLEASE READ THIS IMPORTANT INFORMATION ABOUT YOUR ORDER**

<b>GENERAL CONDITIONS OF SALE</b>	Orders are only accepted under the general terms and conditions of sale of Metrohm UK Limited (Metrohm), which are available on request. You will be deemed to have agreed to the terms and conditions on the placement of any order unless otherwise agreed in writing by Metrohm.
<b>INSTALLATION &amp; TRAINING</b>	Installation and training must be completed within 6 months from date of delivery unless otherwise agreed in writing.
<b>CARRIAGE CHARGES</b>	For orders more than €100 a carriage and packing charge of €39 is applicable. Orders below €100 will incur a €15 charge.
<b>RETURN OF GOODS</b>	Items ordered in error by the customer are liable to a 15% restocking fee.
<b>ERRORS / SHORTAGES</b>	Any errors/shortages in your delivery have to be notified to Metrohm UK Ltd within 7 days unless the do not open tamper label is still intact and the parcel is opened by a Metrohm representative.
<b>CANCELLATION CHARGES</b>	The buyer may not cancel the contract without the consent of Metrohm, which consent shall be subject to such terms (including terms such as a cancellation fee) as Metrohm may specify at its discretion.
<b>TERMS OF PAYMENT</b>	Payment to be made 30 days from date of invoice, subject to satisfactory credit check and any other reference checks that may be deemed necessary by Metrohm.
<b>PASSING OF TITLE</b>	In spite of delivery having been made, title in the goods shall not pass from Metrohm until payment received has been received in full for this and all other goods agreed to be sold by Metrohm to the buyer for which payment is due.
<b>3 YEAR WARRANTY (Metrohm products only)</b>	<p>The warranty period is three years from the day of delivery or 18 months for instrumentation used for day and night operation. Warranty does not include consumable items, glassware, third party components or a fault arising from improper storage or use, neglect or application problems.</p> <p>The standard warranty period is 1 year from the day of delivery or 6 months for instrumentation used for day and night operation. During the Warranty period, Metrohm will provide any warranty repairs to the instrument free of charge; these will be carried out at the customer site or Metrohm's own premises.</p> <p>The warranty period can be extended to cover years 2 &amp; 3 as long as an active Service Contract Agreement covering the specific equipment is maintained during the term.</p> <p>The Warranty does not include or cover: Consumable items or damage arising from the failure of such items, glassware and third party components. Faults arising from improper storage or use of equipment, neglect or application problems.</p> <p>Warranty claims cannot be pursued if the customer has not complied with the obligations to maintain Service Contract Agreements or fails to make payments on time.</p> <p>Payment: Metrohm UK reserves the right to invoice any parts fitted during your Service visit under the purchase order number provided for the contract, unless an alternative payment agreement has been previously arranged.</p>

**SUPPLY OF COMPUTER EQUIPMENT**

Metrohm UK Limited recommends that any Workstations and peripheral devices (e.g. printers, CD writers etc.) required to run your Metrohm equipment are purchased directly from Metrohm UK Limited to ensure that the complete system can be fully commissioned and tested prior to installation.

If you intend to connect to a Workstation or other peripheral devices provided by yourself, you are advised to confirm with your local Sales Specialist that the specification is suitable to run the Metrohm equipment and software. Any visits by Metrohm Engineers to complete the commissioning of a Workstation not purchased from Metrohm, to Metrohm equipment will be charged at the standard call-out rate applicable at the time (prices available on request).

Metrohm UK Limited cannot accept any responsibility whatsoever for any other devices or software connected to a network onto which a Workstation purchased from Metrohm is connected.

**Short T&C 16/01/13 GD**

For more information on Metrohm Instrumentation and Support Services visit

[www.metrohm.co.uk](http://www.metrohm.co.uk)