

SPECTRUM TECHNIQUES, LLC

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TERMS AND CONDITIONS

All orders are subject to Spectrum Techniques' terms & conditions.

No other terms & conditions will apply.

1. WARRANTY

Spectrum Techniques warrants products of its manufacture against defects in workmanship and materials for a period of one year from the date of shipment. Defective products must be returned to our factory at customer's expense and in turn we will cover the cost of returning the products to the customer. This warranty covers the cost of our labor, replacement parts and shipment one-way.

Products supplied by Spectrum Techniques but not of our manufacture will be covered by the original manufacturers' warranty, usually one year from date of shipment.

Geiger tube windows are extremely fragile and breakage is not covered under any warranty. These devices cannot be repaired and must be replaced at customer expense.

Warranty does not cover physical damage or misuse.

2. SERVICE AND SUPPORT

Spectrum Techniques provides full service and support for all products supplied by the company. With the exception of GM tubes, we will endeavor to repair products beyond the warranty period providing parts are available. Failed products must be returned to our factory at customer's expense. After evaluation, we will contact the customer and provide an estimate of the cost for repair. The customer will be responsible for all labor and parts cost plus the cost of return shipment.

Customers should contact Spectrum Techniques for shipping instructions prior to returning defective or failed products.

Spectrum Techniques does not provide any on-site installation or service. We do provide free support by telephone, fax, or email during our regular office hours (8:00 AM to 4:30 PM Eastern Time Zone, Monday through Friday, excluding holidays).

3. PAYMENT METHODS

Domestic – new customers may require prepayment.

- Payment terms, net 30 days from date of shipment
- Credit cards (Visa, MasterCard, Discover, and American Express)
- Check issued by a bank within the U.S.

Existing International Customer – An International customer with prior history or established credit with Spectrum Techniques.

- Payment terms, net 30 days from date of shipment.
- Credit cards (Visa, MasterCard, Discover, and American Express).
- Wire transfer to our bank (add \$35.00 USD to your order)
- Check issued by a bank within the U.S.

New international customer – An international customer with NO prior history or established credit with Spectrum Techniques.

- Payment in advance of shipment (items will not be shipped until payment is received).
- Credit cards (Visa, Master Card, Discover, and American Express).
- Wire transfer to our bank (add \$35.00 USD to your order)

- Check issued by a bank within the U.S.
- Due to their high cost and complexity, we do not accept letters of credit.

4. SHIPPING METHODS

All shipments are FOB Spectrum Techniques, Oak Ridge, TN, USA.

Actual shipping charges for packaging, handling, freight, and insurance will be prepaid and invoiced at time of shipment to purchaser.

Domestic shipping

- US Mail
- UPS
- FedEx
- If you want to ship using your FedEx or UPS account, please supply your account number, contact name, and phone number with your purchase order.

International shipping with sources – Customs, Duties, and other import fees are the responsibility of the purchaser to pay upon receipt of goods or apply for exemptions.

- Express Mail Service (depending on destination country)
- FedEx (if the package is below UN2910 or the value exceeds \$500 USD).
- Freight forwarding service
- If you want to ship using your FedEx account, please supply your account number, contact name, and phone number with your purchase order.

NOTE: International shipments with radioactive material may require an import permit and/or a possession license.

International shipping without sources – Customs, Duties, and other import fees are the responsibility of the purchaser to pay upon receipt of goods or apply for exemptions.

- Express Mail Service (\$500 USD or less)
- FedEx
- UPS
- Freight forwarding service
- If you want to ship using your FedEx or UPS account, please supply your account number, contact name, and phone number with your purchase order.

NOTE: Shipments with radioactive material will be shipped per IATA regulations.

5. CERTIFICATES

Several types of certificates for sources and instruments are available for an additional fee.

All certificates must be ordered at the same time as the source(s) or instrument(s). Contact Spectrum Techniques for pricing.

- Certificate of Origin – available for both sources and instruments: Certifies that the product purchased is manufactured in Oak Ridge, Tennessee, United State of America.
- Certificate of Compliance – available for both sources and instruments: Certifies that the product purchased is in compliance with all applicable regulations. For sources – that the surface has been wipe tested for contamination.
- Certificate of Calibration – available for sources only: certifies that the source purchased has undergone a secondary calibration, measured against a NIST standard, and has an uncertainty of $\pm 5\%$.