



TORONTECH

TORONTECH.com

General Terms and Conditions

We appreciate your business and the opportunity to serve you. We accept all orders subject to the terms and conditions of sale contained in our forms of acknowledgment. For your information, these terms and conditions are reproduced below. If any errors or omissions have been made, please notify us immediately. We are not responsible for typographical errors made in any of our publications or clerical errors made in the preparation of quotations. All such errors are subject to correction.

Prices

All prices covered by this order are exclusive of applicable sales, duties, excise, or similar taxes of federal, state city, or local governments. Such taxes shall be added to the bill and paid by the purchaser. Prices shown on this acknowledgment are the seller's present effective prices. Shipments will be billed at the seller's prices in effect at the time of shipment. Prices quoted are subject to Torontech standard terms. Discounts and No Charge Items listed are based on standard terms of payment as per quote via wire transfer. Torontech reserves the right to adjust or remove discounts if the customer requests alternate payment terms when placing their purchase order against a valid quote. Torontech will make corrections with a corresponding order acknowledgment.

Product

The quotation does not include any special configurations, calibrations, or additional electrical, mechanical, or safety certifications to meet regional requirements, other than those specifically stated in the quotation. A Quality Assurance Program is in place that is responsible to see that all products meet the standard specifications of the product along with any other modifications agreed to and listed on the customer purchase order. Torontech reserves the right to make changes in design and manufacturing at any time without incurring any obligation to install such changes upon units manufactured for, or delivered to, the Buyer prior to such design changes.

By issuing a purchase order, Buyer agrees that all Torontech proprietary information and related documentation supplied by Torontech is for Buyer use only, and Buyer agrees not to transfer the contents thereof to others except as authorized in writing by Torontech.

Custom products or modified products provided by Torontech cannot be returned for credit or refund. A non-refundable 50% down payment is required for the Company to initiate engineering work on custom projects.

Minimum Order Value

The minimum order value is \$500. Orders less than \$500 will be charged \$70 handling fee. Some products are subject to minimum order quantity.

Payments

Advance Payments are due immediately and are expected within one week via ACH, wire transfer, or cheque. Cheques must be sent overnight using UPS or FEDEX with tracking sent immediately. Late payments will delay the delivery time and the order will be on hold till payment is cleared. Lead time starts from the date payment is received plus a few days for order processing.

Late Payments will be subject to admin fees, interest, and other fees. Fees charged will depend on the account, please speak with our finance manager. Fees charged are 1-1.5% per month for accounts over 30 days; the minimum service charge will be \$20.00 per month on overdue accounts.

Packing Charges

Each order is subject to packing charges depending on the size/dimensions/weight or as charged.

Corporate Headquarters:

Phone: +1 416 368 2721 | Fax: +1 416 981 7652 | Email: info@torontech.com
70 East Beaver Creek Rd., #9, Richmond Hill, Ontario L4B 3B2, Canada

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Storage Fees

Shipments are to be picked up within 5 days of shipment readiness notification: Failure to pick them up incurs a \$250 per day charge from the 6th day after shipment readiness notification is given if not picked up.

Validity

Prices, terms, and conditions VALID for 30 days after receipt of formal quotation, unless stated otherwise.

Shipping Terms

Ex-Works Toronto, Canada, or the nearest distribution center based on availability.

Warranty

12 months Limited Warranty included.
Optional Extended Warranty is available upon request.

Field Service Contracts

Torontech can offer service contracts which can be purchased along with the unit. The service contract is designed as per the needs of the machine. All products must be returned to the factory for repair and customers should arrange shipment by themselves or pay shipping fees and customs duties/taxes if applicable. If you get a service contract, in advance, the machine can be repaired on-site if possible (depending on the product). If it's under warranty, repairs will not be charged, otherwise repairs will be invoiced.

Field Services Available (For Larger Equipment)

Installation:

Torontech strongly recommends that a qualified Field Service Engineer install your equipment prior to use. This will ensure that your equipment is operating properly before relying upon it to measure materials.

Erection, foundation, electrical supply, water supply, air supply, etc. must be arranged by the customer. Torontech is not responsible for structural changes or modifications to the facility. Torontech can oversee and assist if necessary. Qualified personnel must be available to Torontech if deemed necessary.

Operator Training:

A qualified Field Service Engineer can provide basic operator training to get you up and running as quickly as possible. This training is often provided in conjunction with the installation of a new piece of equipment.

Training consists of the following Routine Operations: (Program a basic test / Safety / Configure software / Print data / Modify a test / Proper cleaning techniques / Backup procedure)

Preventive Maintenance:

Torontech's Calibration and Preventive Maintenance Program is designed to minimize downtime and ensure the machine is operating correctly. Appropriate calibration and verification certificates will be provided. For some equipment calibration certificates must be ordered at the time of purchase and a fee may be applicable.

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Services are pre-scheduled by Torontech at our discretion on the requested due date. Our Field Service Engineers' schedule is planned typically 30-60 days. We recommend a minimum of one visit per year. You should consider more frequent visits when equipment is subjected to continuous use or extremely harsh environments.

Breakdown Repair:

Please contact us for repair and it may take up to 5 to 10 business days for response. If you need an urgent response, please call +416 368 2721. Expedite charges may apply.

Field Service Costs (Upon request)

Virtual Installation and Training

If we can't visit you, we provide virtual Installation and Training. What you will need is a good internet connection and personnel to assist and learn during your selected package:

Up to 4 Hours: \$500 per package

Up to 8 Hours: \$1000 per package

Onsite Installation and Training

(Can be used for Installation, Operator Training, or Preventive Maintenance)

\$1,650 per day – Includes up to 8 hours of labor per day and it must be purchased when the instrument is ordered. Travel, accommodations, transportation, and food expenses are charged at a fixed rate based on client location.

Onsite Troubleshooting and Repair

\$1,950 per day – Includes up to 8 hours of labor per day. This is the standard rate, and an invoice for the service, travel & living expenses along with any parts used will be invoiced upon delivery. Travel, accommodations, transportation, and food expenses are charged at a fixed rate based on client location.

Additional Labor Costs:

Time in excess of the allotted time per visit will be charged at the rates noted below.

\$300 / hour during the work week (Mon-Fri – 9:00 am. – 5:00 pm.)

\$400 / hour weekend and holiday or before/after 5:00 pm

Factory Based Repairs

The cost is \$375.00 for an evaluation or \$150/per hour.

Repairable labor cost will not exceed \$1,600/ day, not including parts required to perform repair.

The unit must be returned to the factory and please call +416 368 2721 for Return Authorizations Number prior to shipment.

Shipping and Delivery

Packing fees per item will apply for small units \$50 and for larger units and wooden crates will be charged at cost.

Upon Readiness of Shipment, shipments are to be picked up within 5 days, or Storage fees of \$250 per day apply per crate.

Pick-up appointments must be made in advance. Contact support@torontech.com to arrange.

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General Terms and Conditions of Sale

EXCUSE OF PERFORMANCE:

- (a) Deliveries may be suspended by either party in the event of: Act of God, war, riot, fire, explosion, accident, flood, sabotage; lack of adequate fuel, power, raw materials, labor, containers, or transportation facilities; compliance with governmental requests, laws, regulations, orders or actions; breakage or failure of machinery or apparatus; national defense requirements or any other event, whether or not of the class or kind enumerated herein, beyond the reasonable control of such party; or in the event of labor trouble, strike, lockout or injunction (provided that neither party shall be required to settle a labor dispute against its own best judgment); which event makes impracticable the manufacture, use or transportation of the equipment or of a material upon which the manufacture of the equipment is dependent.
- (b) If Seller determines that its ability to supply the total demand for the equipment or obtain any or a sufficient quantity of any material used directly or indirectly in the manufacture of the equipment, is hindered, limited, or made impracticable, Seller may allocate its available supply of the equipment or such material (without obligation to acquire other supplies of any such equipment or material) among its purchasers on such basis as Seller determines to be equitable without liability for any failure of performance which may result therefrom.
- (c) In the event deliveries are suspended or not made by reason of this Section, the affected party shall.
 - (1) promptly notify the other party of the nature and estimated duration of such situation, and
 - (2) use its best efforts to correct or relieve the event which has occasioned the suspension of performance. If the estimated duration is less than one hundred twenty (150) days, then there will be an adjustment to the delivery schedule. However, if the estimated or actual duration exceeds one hundred twenty (150) days, then the party not affected by the event may terminate this contract without liability by providing written notice to the other party.

SHIPMENT:

The shipment of equipment hereunder will be made in accordance with Buyer's detailed shipping instructions, which Buyer agrees to provide to Seller reasonably in advance of the estimated shipping date(s) set forth on the face hereof or, in the alternative, as has been mutually agreed to by the parties. Seller shall not be bound to tender delivery of any equipment for which Buyer has not provided such shipping instructions. If the shipment of any or all of the equipment is postponed or delayed by Buyer for any reason, including a suspension pursuant to Section above, Buyer agrees to reimburse Seller for any and all storage costs or other additional expenses resulting therefrom. Title and risk of loss to the equipment shall pass to the Buyer upon shipment from the Seller's plant.

LIMITATION OF LIABILITY:

Buyer's exclusive remedy shall be for damages and seller's total liability for any and all losses and damages arising out of any cause whatsoever (whether such cause be based in contract, negligence, strict liability, other tort or otherwise) shall in no event exceed the purchase price of the equipment in respect to which such cause arises or, at seller's option the repair or replacement of such, and in no event shall seller be liable for incidental, consequential or punitive damages resulting from any such cause. Seller shall not be liable for, and Buyer assumes liability for, all personal injury and property damage connected with the handling, transportation, possession, operation, or other use or resale of the equipment, whether the equipment is used alone or in combination with any other equipment. Transportation charges for the return of the equipment shall not be paid unless authorized in advance by Seller. If Seller furnishes technical or other advice to Buyer, whether or not at Buyer's request, with respect to processing, further manufacture, operation, other use, or resale of the equipment. Seller shall not be liable for, and Buyer assumes all risk of, such advice and the results thereof.

WARRANTY:

All Torontech products sold hereunder are warranted by Torontech to the original purchaser only to conform to specifications and to be free from defects in material and workmanship for a period of one year after shipment, unless otherwise stated on invoice; provided, however, that notice of any such defect, including a reasonably detailed description of the problem or difficulty experienced, must be made in writing to Torontech within 30 calendar days following discovery therefore and prior to the expiration of such warranty period. Torontech shall, if it determines that any Torontech products sold hereunder do not conform to the foregoing warranty, repair, or replace the affected Torontech products or refund the price thereof in Torontech's sole discretion. The purchaser hereunder agrees to cooperate with Torontech in

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connection with remedying any nonconformity and for the return, on Torontech's instructions and at Torontech's expense, of any Torontech products sold hereunder for which a refund is issued. This warranty shall be voided if the Torontech products sold hereunder are damaged, altered, or installed in other assemblies before correction of any nonconformities to the warranty. Torontech makes no other warranty, express or implied, written, or oral, of or with respect to the Torontech products sold hereunder or the design, construction, or performance thereof, including, without limitation, implied warranties of merchantability or fitness for a particular purpose, and all such warranties are hereby expressly excluded.

Warranty Certificate

Warranty:

Torontech shall be responsible for the repair or replacement of any product set which fails to operate in accordance with the applicable product specifications or which is defective due to any defect in materials or workmanship, for a period of 12 months from the date of shipment of the product to Torontech's customer.

Supplied instruments will not be under the warranty due to excessive and improper use. Under no condition will we allow labor charges or other expenses to repair defective merchandise without our approval. Torontech makes no other warranties of any kind or nature and all implied warranties of merchantability or fitness for a particular purpose which exceeds the previously stated obligation are expressly excluded. We accept no responsibility for damage or abuse to apparatus due to improper installation or operation. We accept no responsibility for and will not pay for any lost profits' incidental, consequential, or special damages.

Returned Goods:

Items may not be returned without prior written permission (and after 30 days of shipment) from Torontech. All returns are subject to restocking charges of 35% of the selling price (\$500.00 USD minimum). Any use and/or damage by the customer, or due to the customer's improper repacking, is subject to further charges as necessary to place the item(s) in a resalable condition. Items returned must be sent prepaid; no C.O.D. returns can be accepted.

Claims:

All claims for shortage, breakage, or other discrepancies should be filed with the carrier immediately upon receipt of shipment.

Global Operation:

Torontech is a North American-based company with global operations. All our products either directly manufactured by ourselves or partially through our partner network, meet and exceed our internal quality control process to ensure compliance with North American standards and our quality system. At times, with the constant upgrades and development of our products, you may receive upgraded versions of your ordered product which generally will have improved specs and performance. Also, at times you may notice branding of our partner network companies in the software, LCD display, or on the product. For all service and support inquiries for all the products sold by us, Torontech will be your point of contact.

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Disclaimer of Responsibility:

Safe Use of Equipment:

Use of instruments, apparatus, and equipment described in the catalog may involve hazardous procedures and/ or materials. Use may also be subject to regulatory limitations. Information in the catalog is not intended to address the many safety, legal, and regulatory issues associated with use.

It is the responsibility of the user to:

1. Follow appropriate methods to ensure that industry standards are met for all safety and health issues resulting from use.
2. Determine the applicability of all regulatory limitations prior to use. Be familiar with all applicable test standards and test procedures.
3. Comply with all applicable Federal, State, and Local laws and regulations relating to the use of such goods.

Neither Torontech nor other equipment manufacturers sold by Torontech are liable for any harm caused by the user's failure to follow Industry standards for safety and health or to comply with applicable regulatory limitations, standards, and procedures.

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