

Terms and Conditions of Sale

1. General

These standard conditions apply to all sales of equipment or services provided by Cambridge Reactor Design Ltd., ("the Seller") and may not be varied except as specifically agreed by the Seller in writing.

2. Quotation and Order Acknowledgements

Every quotation, tender, pro-forma invoice, price list or similar document issued by the seller is made or issued subject to these standard conditions. Quotation or tender documents become valid only when bearing the signature of the company directors.

3. Specification

Whilst every effort is made to reproduce accurate information, we reserve the right to change specifications, equipment and availability without prior notice.

4. Prices

a) Packing, transport and insurance costs will be charged in addition.

b) Prices charged will be those prices ruling at the date of dispatch. The Seller reserves the right to increase the quoted price to cover increases in the cost of materials, transport, labour, or any costs whatsoever of production or execution of the Contract arising between the time of quotation and the time of delivery.

5. Payment

Unless otherwise agreed in writing payment terms are net, within 30 days of the invoice date.

6. Delivery

a) Equipment shall remain the property of the seller, until the contract price has been paid in full to the Seller, but subsequent to delivery the customer shall be responsible for and shall indemnify the Seller against all loss of or damage to the equipment from whatsoever cause occurring.

7. Warranty

a) The seller guarantees that the equipment is free from material and manufacturing defects at the time of delivery.

b) Unless expressly agreed in writing, the guarantee period is 12 months from the date of delivery.

c) Items not by Cambridge Reactor Design manufacture are excluded from the Sellers guarantee; such items carry instead the benefits of their respective manufacturers guarantee insofar as these guarantees are transferable to the customer.

d) Specifically excluded from the sellers guarantee are items are batteries and consumable items which by their nature cannot be guaranteed.

e) The seller's guarantee provides for the repair or replacement of defective items without charge where such defects result from material or manufacturing defect.

f) The sellers guarantee liability ceases when the when repairs or modifications to the equipment are carried out by persons not previously authorised by the seller to carry out such repairs or modifications.

g) This warranty does not cover any unit used outside its specifications or not in accordance with the instructions given in the instruction manual accompanying the unit.

8. Acceptance

The customer shall check the equipment immediately upon delivery. The performance of the equipment will be verified by the

seller in respect of published specifications in force at the date of acknowledgement of order and an acceptance report presented to the customer. The date of this acceptance report will be deemed to be the date of acceptance.

9.Liability

a. No representation, condition or warranty whatsoever is made or given by Cambridge Reactor Design Ltd in respect of any of the Experimental Equipment. All conditions and warranties whether arising by operation of law or otherwise in relation to the provision, evaluation or use of the Experimental Equipment are hereby expressly excluded.

b. Cambridge Reactor Design Ltd shall be under no liability whatsoever to the Recipient for any expenses, loss, death, damage or injury of any kind (including any loss or profit or consequential damage) sustained by the Recipient or any third party which: -

: -arises or derives directly or indirectly from the Experimental Equipment and particularly, but without limitation, from the provision, evaluation or use thereof; or

: -arises or derives directly or indirectly from any technical or other advice given by Cambridge Reactor Design Ltd or any of its officers, employees or agents to the Recipient or from any reliance by the recipient or any third party thereon.

c. The Recipient shall indemnify Cambridge Reactor Design Ltd from and against all claims, demands, actions, liabilities and damage made by, or awarded to, any person and any costs and expenses thereof which : -arise or derive directly or indirectly from the Experimental Equipment and particularly, but without limitation, from the provision evaluation or use thereof; or

: -arise or derive directly or indirectly from any technical or other advice given by Cambridge Reactor Design Ltd or any of its officers, employees or agents to the Recipient or any reliance by the Recipient or any third party thereon.

10.Illustrations

All drawings, specifications and particulars of weights and dimensions are approximate only. The descriptions and illustrations contained in brochures and catalogues are intended to convey a general idea of the equipment described therein and do not form part of the contract. Every effort will be made to ensure that the equipment conforms to the published specifications, but the Seller reserves the right to incorporate any improvements or additional features not strictly in accordance with the specifications prevailing prior to contract.

11.Software

All computer software and associated texts supplied to the Seller are copyright and the contents thereof may not be divulged to persons other than those to whom they are supplied, without the prior written consent of the Seller.

12.Online Transections

a) Pricing Policy

The price for products and services is shown either online or in our quotation to you. If we do not give you a quotation, the price will be the list price that applies to your country on the date we receive your order. Our prices, quoted or invoiced, do not include any taxes (including VAT), charges and government fees that may apply to your order. If they apply, it will be your responsibility to pay any taxes or fees, and we will add them to your invoice. You are also responsible for standard delivery and handling charges, if any. We will also add these charges to your invoice. Despite our diligent efforts, a small number of items in our web site may be incorrectly priced. Rest assured that we will verify all prices as part of our shipping procedures and provide you with correct pricing in your order confirmations. We apologize in advance for any inconvenience you might experience.

b) Returns/Cancellation Policy

Returns are accepted within 30 days of the date of purchase, subject to 25% restocking fee. All returns must be sent in the original package, in the same condition it was received. Defective or damaged materials will be exchanged with the same material at no additional cost, as long as our customer service department is informed within 24 hours of delivery. All materials will be inspected

to determine whether the item appears defective. To obtain a return or exchange authorization, please contact our customer service department at +44 (0)1954252522.

c) Order Cancellation

To cancel an online order placed with Cambridge Reactor Design, you must contact customer service within 24 hours. Every effort will be made to accommodate the cancellation of your order, as long as it has not shipped yet. When contacting customer service to cancel an order, please be ready to provide your name, the order number, and your contact information.

In case your order has not shipped, you will receive a full refund. Please note that, if the item has shipped, the order cannot be cancelled. In this case you can request to return the item for a refund (minus shipping costs and 25% restocking fee).

d) Unless expressly agreed in writing, the guarantee period is 12 months from the date of delivery.

e) Items not by Cambridge Reactor Design manufacture are excluded from the Sellers guarantee; such items carry instead the benefits of their respective manufacturers guarantee insofar as these guarantees are transferable to the customer.

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i) This warranty does not cover any unit used outside its specifications or not in accordance with the instructions given in the instruction manual accompanying the unit.

13. Online Delivery Policy

Our aim is to dispatch all orders within 5 days of receiving the order, subject to stock availability and security checks. Overseas orders should normally be received within 10 working days. We will usually use Royal Mail or a secure courier service for delivery of goods to UK mainland addresses. All orders will require a signature on delivery. Whilst we will make every effort to deliver within the time stated on our website, we will not be liable for any loss caused to you by late delivery. Please notify us as soon as possible either by telephone or email if you do not receive your goods within a reasonable time. We will endeavor to get your goods to you as soon as possible or you may cancel your order and obtain a refund. We will attempt to deliver your order to your delivery address. If products are returned to us as undeliverable, we shall refund the price of the products less £5 or the products (whichever is less) to cover our postal and administrative costs.

14. Credit Cards

We do not retain credit card numbers or other payment information for purposes other than processing your order. After your order is placed, your credit card and other payment information records are securely stored with no access to or from the Internet.