



Patapsco Designs Limited

Trading as

Patapsco Communications

Standard Terms and Conditions

These Terms & Conditions apply to all sales of Patapsco's products and services unless agreed otherwise in writing by Patapsco and signed by a duly authorised Patapsco Director.

1. **Order acceptance/Cancellation.** All purchases/orders must be in writing and, where applicable, signed by a duly authorised representative of the customer. Purchase orders shall reference Patapsco's Standard terms and Conditions. Customers submitting orders without terms and conditions shall be deemed to have accepted Patapsco's Standard Terms and Conditions (available on request). All orders accepted by Patapsco are firm and non-cancellable although specifications may be changed at Patapsco's discretion.
2. **Prices.** All prices for products will be quoted by an authorised Patapsco representative. Quoted prices exclude charges for any applicable taxes or duties. Any taxes and duties may be subsequently added where applicable.
3. **Shipping.** Shipping is quoted as a separate item and is payable by the purchaser. Patapsco covers insurance to the point of delivery. If the customer requires a specific carrier to be used this can be arranged at the customer's cost and insurance risk.
4. **Payment Terms.** Initial purchases by a customer and until a good credit history has been established will be via pre-paid wire transfer (any costs paid by the customer), cheque or credit card (MasterCard or Visa). If subsequent payment terms are agreed, the customer shall pay within (thirty) 30 calendar days of shipping.
5. **Inspection.** Equipment should be inspected within 3 days of receipt at the customer and any damage should be notified to Patapsco in writing within 5 days of receipt, preferably with photographic evidence. If Patapsco agrees that it is necessary to return equipment, the RMA (Returns Material Authorisation) procedure should be used.
6. **Product Returns.** Products may be returned within 15 days of shipment for a full refund on the equipment value, less shipping costs and any taxes, if the equipment does not meet the published technical specifications. Equipment must be returned in its original packaging and in an "as new" condition at the customer's expense. Prior to return the customer must contact Patapsco's Support team (support@patapsco.co.uk) and give them reasonable opportunities to resolve the issue. Return will only be accepted when both the customer and Patapsco confirm that the equipment is not suitable for the particular application.
7. **Title and Risk.** When pre-paid, Title and Risk passes to customer on delivery. When terms are provided, Risk passes on delivery and Title passes on payment.
8. **Duties and Taxes.** The customer is responsible for all taxes and duties relating to the products purchased.
9. **Governing Law.** All purchase orders shall be governed by the Laws of England.
10. **Limited Warranty.** Patapsco products are covered by a limited warranty (usually twelve (12) months from shipment) as provided in the manuals accompanying the product and in various other documentation relating to Service Agreements (available on request). For the sake of clarity, Patapsco accept no consequential losses whatsoever.
11. **Export Control.** Patapsco expects all companies and persons to comply and abide with their local export control procedures.

End.
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