



## GENERAL CUSTOMER INFORMATION

Caen Engineering, Inc. • 2130 N. Glassell St., Orange, California, 92865 USA • (714) 998-6300 Fax: (714) 998-6366

### PRICING

Effective January 1, 2000, prices are Ex-Works factory and are net of all taxes (and duties). 30 days notice will be given on changes to our standard list prices, errors and omissions excepted. Any outstanding purchase orders will be invoiced at the prices in force at the time of shipment.

### TERMS OF PAYMENT

Our standard account terms are 30 days from invoice date. Monies due are payable by direct bank transfer or by check. Title to goods does not pass to buyer until full payment has been received. New customers will be required to enclose payment with their first order. Account terms will be offered upon acceptance of minimum three verifiable trade references, a bank reference and a completed and signed Caen Engineering, Inc. credit application, to an approved credit limit. We reserve the right to charge interest at 1-1/2% per month (18% yearly) on all overdue accounts.

### ORDERING – STANDARD ORDERS

All Standard Orders require a hard copy Purchase Order with an authorized signature that must be faxed or mailed before they are processed.

### ORDERING – SCHEDULED ORDERS

All Scheduled Orders must be received by either fax or mail accompanied with delivery schedules clearly indicated. Scheduled Purchase Orders must show written reference on P.O. to specific Caen Quotation number that applies to Order. We require two weeks prior written notice on any alteration request to delivery schedules. Changes requested by Customer to Scheduled Orders after Order acceptance are subject to agreement by Caen Engineering and may be delayed or subject to additional charges at Caen Engineering's discretion, or per specific Caen Quotation Terms and Conditions regarding Order.

### CANCELLATION & RESCHEDULING

**Orders may not be canceled or rescheduled after shipment.** All Standard Orders canceled or rescheduled prior to shipment will incur a charge subject to the following schedule\*:

#### Cancellation Charges

60 days or less prior to shipment = 20% of order value or \$400.00 dollars- whichever is greater.

30 days or less prior to shipment = 50% of order value or \$400.00 dollars- whichever is greater.

### Rescheduling Charges

60 days or less prior to shipment = 10% of order value or \$200.00 dollars- whichever is greater.

30 days or less prior to shipment = 50% of order value or \$200.00 dollars- whichever is greater.

\* Schedules Orders may be subject to additional or alternative Cancellation and Rescheduling Terms and Conditions per Caen Engineering, Inc. Quotations applying to the specific Order.

### DELIVERY

Subject to stock availability, Standard Orders will normally be dispatched within five to seven (5 - 7) working days.

### SHIPPING AND INSURANCE

"Delivery" will be FOB Caen point of shipment. Mainland deliveries are shipped via your nominated carrier for all customers with established credit terms. All COD customer deliveries will be routed through Federal Express and charged at cost.

Overseas shipments will be sent via your nominated carrier or agent, details of which should be advised on order placement. All overseas shipments are strictly Ex-Works and all insurance coverage should be arranged by the customer.

All Shipments will be marked as insured on the shipper's Bill of Lading for the full sale value of the product(s), including the value of any Customer Supplied Goods shipped with the product. If you are already insured for your shipments and do not require shipper's insurance, we must be notified by written direction directly on each Purchase Order, or by a written notice faxed or mailed to Caen Engineering which we will keep on file.

Claims for damage during shipment should be directed at first known instance to the courier or agent with a copy to Caen Engineering. We will endeavor to provide any assistance possible.

Claims for shortages or wrongly shipped goods must be notified to Caen Engineering within 48 hours of receipt, if possible by fax or e-mail giving full details. Upon verification, we will rectify the problem without any undue delay.



## RMA (RETURN MATERIAL AUTHORIZATION) PROCEDURES

If you have any problems with products purchased from Caen or wish to return goods for warranty repair, or credit, **the following procedures must be followed:**

1. Contact your Customer Service Representative or our Sales Department directly. They will determine if your problem first requires additional technical support. Please be prepared to give a full description of the problem you are experiencing. Item return requests for warranty repair or credit must be submitted on a completed RMA Request Form obtained upon request from Caen Engineering, Inc. RMA Request Forms will require specific part numbers, serial numbers, original order numbers, a fax number and a contact name.
2. Upon approval for product return you will be provided with a valid RMA number. The RMA number is very important as it is used to track your problem in order that we can resolve the situation in as short a time as possible.
3. Product being returned must be shipped back to our factory in the original packaging provided, including palleting of large product to ensure adequate packaging and protection during shipment. If original packaging is unfit for re-shipping, new packaging must be ordered from Caen Engineering at a nominal charge and will be sent out to you without delay. All product returns are to be Freight Pre-paid and Insured for the full original net sale value (including any Customer Supplied goods included).
4. The RMA number must be clearly marked on the outer carton in which the goods are returned and on all paperwork. RMA's are valid for 15 working days once authorized. Therefore your return must be received by Caen within this time frame, or the number will be canceled. Steps 1-3 above must then be repeated for a new and valid RMA number to be secured.
5. In no case will returned product be accepted from carriers without the RMA number clearly marked on outside of carton. Packages will be refused at the door. No additional items received in packages not specifically authorized for return will be accepted.

## CREDITS

Goods returned for credit **must** be shipped against a valid RMA number to be accepted. Goods deemed returnable for credit are subject to the sole discretion of Caen Engineering, Inc. In no case will product be considered returnable for credit that is over 30 days out from original ship date, unless prior agreed to by Caen Engineering, Inc. Upon receipt, returned goods will be inspected and tested. Goods found to be in original condition, will be issued a full credit. Goods returned damaged, altered or incomplete (including any shipping damage) will receive adjusted credit totals to reflect our cost in rectifying the damage or faults. In this event you will be notified by fax or e-mail of our findings.

## NON-WARRANTY REPAIRS

Goods coming back to factory for non-warranty repair must have a pre-authorized RMA number before return. Upon receipt, inspection and/or test, a repair estimate will be faxed or e-mailed to you. Repair work will begin upon acceptance of repair estimate per your Purchase Order.

## WARRANTY

Caen Engineering, Inc. warrants to the original purchaser it's external enclosure products to be free from defects in material and workmanship for a period of three (3) years from the invoice date, effective January 1<sup>st</sup>, 2000. This warranty is offered on a return to factory basis and excludes items that have been damaged due to negligence, accident or misuse. Under no circumstance is Caen Engineering, Inc. liable for incidental or consequential damages howsoever caused. This is the only warranty Caen Engineering offers. No other Warranty either express or implied including, but not limited to, warranty of merchantability or fitness for any specific use is valid regardless of origin.

## SPECIFICATIONS

All specifications are subject to change without notice. Products are normally shipped with the latest revision level.

## TERMS AND CONDITIONS

A copy of our Standard Terms and Conditions currently in force may be obtained upon request. CAEN ENGINEERING, INC. STANDARD TERMS AND CONDITIONS APPLY TO ALL CUSTOMER ORDERS SUBMITTED AND ACCEPTED BY CAEN ENGINEERING, INC.