

## Ordering Information

Telephone orders are taken from 8:00 a.m. to 5:00 p.m. E.S.T., Monday thru Friday. When ordering please specify catalog numbers, quantity, and descriptions. Be sure to give us your correct shipping and billing addresses. A purchase order number is required for all orders. If a CONFIRMING order is sent please mark clearly "CONFIRMING" to avoid duplication of orders.

### Minimum Orders

Domestic: \$25.00 Foreign: \$250.00

### Methods of Shipment

Normal method of shipment is by United Parcel Service (UPS) ground service, 2nd Day Air and Next Day Air. We are also served by Federal Express, DHL, Airborne and other trucking firms. Emergency orders can usually be shipped out the same day if you place your order before 2:00 p.m.(EST). All purchases must be insured for full or replacement value.

### Shipping Schedule

We make every effort to fill orders promptly, and take pride in our quick delivery service. However, certain items may not always be in stock for immediate shipment. In the event that a complete shipment cannot be made, we reserve the right to make partial shipments unless otherwise specified. In general credit card orders will be shipped complete.

### Cancellations

Orders cannot be cancelled once the merchandise has been shipped.

### Annual Orders

S.I.S. reserves the right to accept annual blanket orders for services and supplies.

### Prices

All prices are for U.S. customers only. Other customers contact your dealer or S.I.S. All prices subject to change without notice.

### Shipping Address for Repairs

Scientific Instrument Services, Inc.  
1027 Old York Road  
Ringoese, NJ 08551-1039

## Terms and Conditions

**Terms of Payment-** Our terms are net 30 days, F.O.B. Ringoes, NJ. Rated firms with established credit, or domestic governmental organizations and institutions, may purchase on open account with payment due in 30 days after date of invoice. Invoices not paid within 30 days are subject to a finance charge of 1.5% per month. **Individuals or firms without established credit with Scientific Instrument Services must send a check or money order with their order or the order can be shipped C.O.D.** We also accept Visa, Mastercharge, Discover, and American Express. Credit references can be FAXED (allow up to 2 weeks for processing). We need to have 1 Bank Reference & 3 Business References.

**Payment-** Make checks payable to "Scientific Instrument Services, Inc." New Jersey companies add 7% sales tax unless tax exempt. Exempt firms must submit a tax exempt certificate yearly to qualify for tax exemption. S.I.S. collects New Jersey, Pennsylvania, New York, and California sales tax. **Bounced Checks are subject to a \$ Service Charge.**

**Prices-** The prices listed in this catalog are subject to change without notice. Quotations, either by phone or in writing, are usually good for 30 days. All orders are subject to approval and acceptance by S.I.S. We reserve the right to discontinue any item without prior notice, and to change specifications as required without incurring any obligation to incorporate new features in the products previously sold.

**Returns-** Prior approval by phone or in writing is required by S.I.S. before returning a product. All returns require an R.A. #. Such approval shall be at the discretion of S.I.S. Products returned for credit will be credited at the original invoice price less a 10% restocking fee. Transportation charges shall be paid by the customer. Warranty returns will be credited at full invoice price.

**Claims-** Damaged or loss claims should be reported immediately and directly to the carrier. **Shortage or error claims must be made to S.I.S. in writing or by phone within ten days of delivery.** The shipping container should be kept until a representative from the shipping company checks the claim.

**Repair and Shipping Damages-** Occasionally the glass and/or ceramic parts of some items sent to us for repair become damaged in shipment or during repair. This is due to the age of these fragile parts and the heating and cooling cycles that they are exposed to during use. S.I.S. will not assume responsibility for these items if they become damaged in shipment or during repair. The unrepairable items will be returned in their present state at no charge. The item will not be repaired or replaced.

**Warranty-** The company's liability on the products manufactured, sold or repaired by this company, or its use, whether on warranties or claim of negligence, or otherwise, is limited to the cost of correcting the defect in the product. In no case shall the company be liable for consequential or special damages. The company will not correct defects caused by the buyers negligence. The company's liability shall end 30 days after shipment. Warranties and liabilities on products distributed by this catalog are limited to the manufacturer's terms and conditions.

**Patent Licenses or Infringements-** The listing of or the sale of any product by Scientific Instrument Services, Inc. does not imply absence of patent restrictions nor does it constitute license for use under any patent or recommendation for use in infringement or patent protection. Responsibility for compliance with patent laws rests with the purchaser.

### Special Shipping Charges

**Note:** Hazardous Materials (i.e. Dust-Off, Cramolin spray) can only be shipped in the continental United States. There will be a standard \$ charge on all hazardous material shipments.

\*Minimum order \$25.00. Orders under \$25.00 will be assessed a \$10.00 handling fee.

### All Major Credit Cards Accepted

