





425 Carrall Street  
Suite 560  
Vancouver, BC V6B 6E3

Tel: 855-569-3240  
Fax: 604-568-8557

**Terms & Conditions**

**I. Payment Terms**

- 1 Past Due Charge - Past due invoices amount is subject to an interest rate of 1.5% per month (18% per annual) charge
- 2 \$35 charge of all returned checks. No checks will be accepted after 2 returned checks.
- 3 No third party checks or personal checks are accepted.
- 4 Evaluation Units – Customers with terms have thirty (30) days to decide to keep and pay for the unit or return for credit.

**II. Services**

- 1 Product Warranty – Your Opticom product is warranted for two (2) years against all defects in material and workmanship. Should your Opticom product prove defective within two (2) years from the date of purchase, return it to Opticom for repair or replacement. Opticom has the sole responsibility for granting a replacement product.
- 2 Limitation of Liability – The foregoing warranty is in lieu of all other warranties expressed or implied including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose. The purchaser’s exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever, including Opticom’s negligence, shall be repair or replacement as specified above. Opticom shall in no event be liable for any consequential or incidental damages of any nature, include without limitation, damages for personal injury or damages to property. Opticom’s liability shall be limited to the repair or replacement of defective products in accordance with Opticom’s warranty. Products sold by Opticom are not authorized for use as critical components in life support devices or system.

**III. RMA Policy**

- 1 No return of merchandise will be accepted without prior approval by Opticom Technologies INC. and the issuance of an RMA number. Packages arriving will be refused, unless an RMA number has been issued and is shown on the outside of each package.
- 2 Opticom Technologies INC reserves the right to inspect goods in order to validate whether a product is eligible for credit or replacement. A decision will be made within fifteen (15) business days of our office receiving an RMA.
- 3 In cases of customer error (for example: customer has ordered the wrong part and decides to return item) only items in original condition will be considered for a credit memo for products returned within fourteen (14) days from the original invoice date. In such cases, the customer will be subject to a 20% restocking fee.
- 4 In the case of customer dissatisfaction, customer may return the product in new and resalable condition within thirty (30) days of original invoice date. A credit memo will be issued for use on product replacement of equal or greater value. If the product is not in new/resalable condition, a credit memo and/or replacement will not be offered.
- 5 If returns are necessitated by error of Opticom Technologies INC or a product is found to be defective, a replacement or credit memo will be issued.
- 6 In cases where product has been returned and has missing parts or parts that have been altered (for example: cut wires, etc.) the RMA will be declined.
- 7 Advanced replacement will only be issued for customers who have established terms with Opticom Technologies INC. Credit memos will be issued for validated RMA’s which will be applied to outstanding balances or kept on file for future orders.

**IV. Contact Information**

- 1 Customer Service: USA: 800-578-1853 / Canada: 855-569-3240
- 2 Accounting Dept – 604-569-3240 (Canada)
- 3 Website – [www.opticomtech.com](http://www.opticomtech.com)
- 4 E-mail – [info@opticomtech.com](mailto:info@opticomtech.com)

I have read and agree to the above terms and conditions

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date