

SALES POLICY & ORDERING INFORMATION

Ordering Information

TELEPHONE: (800) 428-4246 or (612) 379-2956 FAX: (612) 656-4400

Mail orders should be mailed to the attention of:

Hematology Customer Service/Sales Department
R&D Systems, Inc.
614 McKinley Place N.E.
Minneapolis, MN 55413

All orders are subject to acceptance and credit approval by Research and Diagnostic Systems, Inc. (R&D Systems).

Standing Orders

Any of R&D Systems' products may be ordered on a standing order agreement or contract basis. Unless otherwise indicated, standing orders are automatically shipped the day of the release of the new product lots. Products are manufactured semiannually, quarterly, bi-monthly, or monthly and standing orders are shipped on those schedules or as needed if sufficient inventory exists. The standing order product ship date schedule may be obtained from Customer Service upon request, or online at www.RndHeme.com.

Shipping

Shipping and handling costs are prepaid and added to the invoice. R&D Systems reserves the right to select the packaging and shipping method for your order, which will ensure the stability of product and efficient tracking. Domestic orders will normally be shipped by overnight air express. Any damage during shipment is covered by the warranty provided in these terms and conditions.

Prices and Terms

Prices quoted are in US dollars and are subject to change without notice, except for contract or standing order agreements. Terms are net 30 days. A \$23.50 shipping charge will be added to all orders shipped within the contiguous 48 states and a \$12.00 shipping surcharge will be added to orders delivered to Alaska, Hawaii, or Canada. Next day delivery is provided upon request at an additional charge.

Damage or Delay in Transit

Title shall pass to the purchaser upon delivery to the carrier. If the purchaser receives merchandise in a broken or damaged condition, the purchaser should insist that the carrier note the damage or breakage on the delivery receipt. The transportation company acts as the agent for the purchaser. R&D Systems is not responsible for loss, damage, or delay concerning goods after delivery to the carrier.

Claims and Returns

Any claim for credit or return must be made within 10 days of shipment of the product. No credit will be issued for product returned without the authorization of R&D Systems, Inc. For further information, contact our Customer Service Department.

Upon receipt of authorized returned goods a credit will be issued, less a Returned Goods Charge of 20% of the list price of the product(s) returned and the original shipping and handling charge.

If an error by R&D Systems results in shipment of an incorrect order, R&D Systems will, at its option, either ship a replacement order at no charge or credit the customer's account for the original product shipped in error.

Order Changes and Cancellations

Standing Order changes or cancellations must be received by R&D Systems at least seven working days prior to the next scheduled ship date. **All order cancellations or changes must be confirmed in writing, by e-mail or by FAX.**

Assay Tables

Periodically, assay tables provided with our products are added or deleted. Our normal practice is to provide notice prior to deleting a table.

Resale Prohibited

In the absence of an express written agreement to the contrary, all products sold by R&D Systems are for the exclusive use of the purchaser and are not to be resold.

Warranty

All products supplied by R&D Systems are warranted to meet or exceed our published specifications when used under normal conditions in your laboratory. Should any product fail to perform as warranted, upon notification, R&D Systems at its option, shall promptly replace it free of charge or give full credit of the original purchase price. Our obligation and your sole remedy is limited to such replacement of the product or full credit of the original purchase price in the event the product proves to be defective.

R&D SYSTEMS DOES NOT MAKE ANY OTHER WARRANTY OR REPRESENTATION WHATSOEVER, WHETHER EXPRESSED OR IMPLIED, WITH RESPECT TO THESE PRODUCTS. IN PARTICULAR, R&D SYSTEMS DOES NOT MAKE ANY WARRANTY OF SUITABILITY, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF ANY PRODUCT.

R&D Systems is a registered trademark of TECHN Corporation. Rev. 10/09

R&D Systems, Inc. / Hematology Division, 614 McKinley Place NE, Minneapolis, Minnesota 55413 www.RndHeme.com

Sales & Customer Service:

Tel: (612) 379-2956, (800) 428-4246 Fax: (612) 656-4400

For Technical Service & Quality Control Program Departments:

Tel: (800) 523-3395 Fax: (612) 679-6809

