

# TERMS AND CONDITIONS

## **ORDERS:**

All orders are subjected to acceptance by Starview Technologies

All orders placed by customer must be confirmed in writing. Starview Technologies sales can provide specific delivery schedule or additional information on ordering procedures.

Office/Warehouse address:

Starview Technologies Pte Ltd

60 Kaki Bukit Place #05-19 Eunos Techpark Singapore 415979

Attn: Sales (sales@starviewtech.net)

## **Credit Acceptance:**

All orders are subject to acceptance by Starview Technologies's Finance Department. If applicable, Starview Technologies will establish an account and Customer will complete the form requested by Starview Technologies

## **Minimum Orders:**

For international customers, the minimum order value is US\$1,000 per order. For any order value below US\$1,000, a processing fee of US\$30 shall be imposed, to cover bank charges imposed during inter-bank transfer. The processing fee will be waived if payment is made via Flywire. A Flywire online link will be provided upon order acceptance.

## **Payment Terms:**

All payments are 100% nett in advance unless otherwise stated

All payments are net 30 days for approved Customer in good standing.

Payments by cheque should be mailed to Starview Technologies Pte Ltd

## **US Dollar Accounts**

Starview Technologies Pte Ltd

Oversea-Chinese Banking Corporation Limited

65 Chulia St, #01-01 OCBC Centre, Singapore 049513

Account No. : USD 601-421522-201

Payments may also be made in the following manner:

## **Letter of Credit**

Please note that a US\$250 handling fee will be charged for orders of less than US\$25,000 that are paid for by letter of credit. All Letters of Credit must be received at least two (2) weeks prior to the scheduled shipment date.

## **Changes to Orders**

All requests to change the order are subject to acceptance by Starview Technologies. All requests must be made in writing, and to be received at least two (2) weeks prior to the scheduled shipping date.

## **Prices**

All prices are subject to change without notice.

## **RESCHEDULING, CANCELLATION AND RESTOCKING**

All requests to reschedule, cancel and restock an order are subject to acceptance by Starview Technologies. Specific fees are applicable for any rescheduling and cancellation requested less than thirty (30) days prior to a scheduled delivery date and for restocking that is requested less than thirty (30) days after receipt of the product by the Customer. Starview Technologies will not restock if requested more than thirty (30) days after receipt of the product by the Customer.

## **DELIVERIES**

Starview Technologies will make reasonable efforts to meet Customer's delivery requirements. If Starview Technologies is unable to meet Customer's delivery requirements, alternative arrangements may be agreed upon by the parties.

## **SHIPPING**

For deliveries to Singapore, price includes custom fees and duties. If the order value is less than SGD1,000 (or USD800) before GST, please arrange for self-collection at our warehouse address. A delivery charge of SGD30 (or USD25) shall apply if delivery is required.

For shipping outside Singapore, prices are ex-works Singapore.

## **INSTALLATION AND ACCEPTANCE**

The installation for some systems must be performed by Starview Technologies. Following the installation, the Customer shall provide written acceptance of installed systems in accordance with Starview Technologies's Acceptance Test Procedures.

## **RETURNS**

All products returned to Starview Technologies require a Return Merchandise Authorization (RMA) number. To obtain an RMA number and ship-to-address instructions, contact Starview Technologies's Technical Support at support@starviewtech.net. Starview Technologies will not be responsible for any product returned without an RMA number.

## **BASIC WARRANTY**

For a period of Twenty Four (24) months from the date of shipment products are warranted under normal use:

- 1) to be free from any defect in design, material, and workmanship,
- 2) to conform strictly to specifications and approved samples,
- 3) to be fit and sufficient for the purpose intended.

Starview Technologies will repair or replace, free of charge, any part proven to be defective within the basic warranty period. Return-to-Customer shipping costs will be paid by Starview Technologies for products under the basic warranty if submitted by the original purchaser, excluding customer's country import duties/taxes. Shipping to Starview shall be at customer's expense. This basic warranty is standard to all Starview Technologies products. Turnaround for repair is estimated to be between 4-6 weeks.

Any request from Customer for a root-cause analysis (RCA) report is subject to Starview Technologies discretion, and at a chargeable fees. Estimated labour charges, expenses, and other relevant costs will be charged to the Customer, and paid in advance to Starview Technologies before the commencement of the RCA. The RCA report shall be final and shall be accepted by the Customer.

This warranty is in lieu of all other warranties, express, implied or statutory, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. In no event shall Starview Technologies be liable for special, incidental or consequential damages.

## **EXCEPTIONS TO BASIC WARRANTY**

Warranty is voided if equipment or parts is subjected to misuse, negligence or accidental destruction, eg used in environments where it is not designed for, subjected to abnormal voltages, or damages caused to TX/RX components by abnormally high laser power. All consumable parts are excluded from the basic warranty.

Caution: Only Starview Technologies's trained personnel may open the case of an instrument since permanent damage to the unit may occur. All Starview Technologies warranties will immediately become null and void if any unauthorized third party opens an instrument case, removes the warranty sticker from across the seam of the case, removes any of the case screws, if the product serial number is altered, erased or removed, if the hardware or software is altered, if the units are not installed according to manufacturer's instructions or applicable security standards.

## **GENERAL INFORMATION**

Starview Technologies's office is open from 9.00 a.m. to 18:00 p.m (GMT + 08.00)

All sales of Starview Technologies equipment shall be governed by and interpreted in accordance with the laws applicable in Singapore, except as to (i) conflicts of laws provisions; and (ii) the reference to the Incoterm "ex-works", which incorporates into these Terms and Conditions all the current rules of the International Chamber of Commerce pertaining to the 2000 Incoterms.