



Optical Calibration Laboratory General Terms and Conditions

Contact information

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Subscriptions and orders: Ms Kit San Spång

Technical questions: Dr Staffan Rydefalk

Products

The products and services provided by the Optical Calibration Laboratory ("OCL") are described in the document Optical Calibration Laboratory – Product Description, which is available at www.innventia.com/optics. The products are mainly reference standards for calibration and calibration accessories.

Order types

An order of reference standards can be either a **subscription** or a **single order**.

Subscription

Subscriptions are intended for laboratories who want deliveries of reference standards according to an agreed schedule. Subscriptions are accepted for one year at a time and the

subscription fee is paid in full and in advance. A subscription is automatically renewed without change of content after one year unless a change or cancellation notice is sent in writing. **A cancellation notice or notice of changes to a current subscription shall be made at least two months before the current subscription comes to its end.** Invoices payable within 30 days are sent to subscribers one month before the subscription period ends. New customers are invoiced as soon as an order is placed.

Single orders

Single orders are orders without a delivery schedule. These orders are, unless otherwise agreed upon, delivered from the latest batch of reference standards, which is prepared in the middle of each month.

Ordering procedure

Orders may be placed using the online ordering on our web site (for reference standards only), by mail or by fax. It is the responsibility of the customer to give proper instructions to the OCL regarding custom rules in the recipient country. It is mandatory for EU customers to submit their VAT number in their order. Any custom duties, handling charges and taxes are paid by the customer.

Prices

The Price of the reference standards is determined by the Price List that is valid at the time the order is placed or the subscription is renewed.

Prices are in Swedish Crowns, but are available in US dollars and in Euros upon request.

Shipment

The customer shall provide complete and correct address information.

The standard shipment method is air mail/surface mail.

The OCL can also arrange delivery by courier. There is a separate fee for this service.

It is also possible for the customer to engage a courier for a pick-up service. It is the responsibility of the customer to provide the necessary information to carry out such shipments. Complicated and/or time consuming procedures may cause an extra administrative fee.

The OCL is not responsible for any error made by the transport company.

Insurance of the transported goods and tracing of shipment can only be made if courier transport is used.

If the transport is made by courier the customer must provide the name of the receiving person since this is mandatory information when the courier service is booked.

The following INCOTERMS 2000 apply

Air/surface mail	INCOTERMS 2000 CPT
Courier arranged by OCL	INCOTERMS 2000 DDU
Courier paid by customer directly to the transport company	INCOTERMS 2000 EXW Drottning Kristinas Väg 61, Stockholm, Sweden

Payment

Invoices payable within 30 days are sent to subscribers one month before the subscription period ends and to new customers and for single orders as soon as an order is placed.

In conjunction with any other remedies that the OCL may invoke, overdue debts to the OCL or any other part of Innventia will cause the deliveries of reference standards to be detained until the debt is settled.

Storage, handling etc

When the reference standards have arrived at the customer's laboratory, it is the customer's responsibility to handle the reference standards in such manner that their optical properties are maintained as well as possible.

The maintenance of the measurement instrument, black cavity and staff skills at the customer's laboratory are the responsibility of the customer.

If the reference standards are exposed to dirt, light, heat or chemicals, the uncertainty in the calibration data increases.

Even if the reference standards are treated correctly, a slow deterioration of the optical properties takes place. Therefore, reference standards should be ordered according to defined time tables where the time between the deliveries is determined by the uncertainty acceptable to the customer.

The uncertainty at the time of calibration is provided in the calibration certificate of each reference standard.

Disclaimer

The delivered reference standards or calibration accessories shall comply with the relevant Product Description. If the OCL has delivered a defective reference standard, a new non-defective standard shall be delivered to the buyer free of charge.

The customer's right to damages shall always be limited to the Price of the reference standards that form the basis of the customer's claim.

The OCL is not liable for any indirect loss suffered by the customer, unless the OCL has been found guilty of gross negligence. This limitation of liability covers, but is not limited to, loss of production, rental costs, loss of profit and cost of capital.

The price of the reference standards does not include

- Repairs, spare parts or instrument checks at the customer.
- Consulting regarding instrument and software specific questions

Applicable Law

These Terms and Conditions are governed by:

1. The Swedish Sale of Goods Act (1990:931)
2. Swedish law

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Optical Calibration Laboratory

Marie-Claude Béland
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Product Appearance and Usability