



Our Company Policy's
Orders, Terms, Billing, Shipping, Warranty, RMA's & Liability

All Orders:

To begin the ordering process, please complete our Fax Order & Contact Sheet which can be found at www.ckdesigntech.com under "Pricelist". All information is pertinent, so please complete the form in its entirety. To be sure that we provide you with the appropriate product, please include a brief description of its intended use and operating environment. We do not need to know any confidential information. Once complete, please fax the form to (805) 522-9379 or e-mail to us. Should we require any additional information, we will contact you directly. We can send you a Quote/Estimate if required; otherwise, we will require a Purchase Order (PO) number to start your order. Once received, we will forward a Sales Order as confirmation. We only sell to approved end-users.

Terms:

Please do not ask us for Net 30 Terms.
New Customers, International, Custom Built, and Tonegawa Seiko orders: **Must be prepaid to start the order.**
Orders over \$5,000 require 50% down payment to start the order.
All other orders are to be paid by our ship date or can be shipped to you C.O.D.
All sales are final. Cancelled orders are subject up to a 50% fee.
Firm Orders put on "Hold" for longer than 6 months are subject to additional fees and/or forfeit any prepayments.

Payments:

Company Checks, Credit/Debit Cards, Money Order or Wire Transfer.
Wire Transfer: Please call for us for bank information.
Credit/Debit Cards: We accept American Express, VISA and Master Card.

Shipping: All Orders:

Recipient pays all shipping, Insurance, duties and taxes. (F.O.B. Simi Valley, CA.)

Domestic:

We ship by **Federal Express or UPS** only. This charge will be on your final invoice.
We can ship collect using your FedEx or UPS account. Please include you're A/N with your order.

International orders:

We ship by **Federal Express** only. *A handling fee may apply, and will not to exceed \$75.00.*
All related shipping charges are billed to your Federal Express account or credit card.
Please supply us with any special export documents that may relate to you order.

Warranty:

6 months from ship date for parts and labor.
Warranty void for customers misuse, modifications, disassembly, improper mounting, wiring, fusing or power.
Changing connectors or using servo motor controllers other than our own will also void the warranty.

Repairs/RMA's:

There is a \$120.00 pre-payment per-unit charge for "Retest & Analysis" for non-warranty items. Shipping is the customer's responsibility unless waived by CKDT. RMA numbers are issued only to the "Tech" requesting the repair. Have the Tech call first; 805-522-3750, many times the repair is not needed. A written detailed description for the return is required. Include the conditions and history that the unit was under. Attach description and RMA# to each unit. Return it to us with the pre-payment check. We will send you a repair Quote for your approval. If not approve, or returned to you by your request, after 6 months, your unit(s) will be scraped.

Modifications:

We do not recommend "you" modify or change our products. For best results we recommend using our "Plug & Play" cables and connectors. They are a proven, tested system, many times over. Requests for us to modify finished products are labor intensive and can compromise the quality of the product. Custom built systems to your specifications are common and are welcome for review.

Returns:

For any shipment discrepancies please notify us within 10 days of the shipment. Call us for an RMA# and return the products to be corrected to us within 30 days of shipment date.

Liability:

Liability is expressly limited not to exceed the original purchase price of our products. All products sold by CK Design Tech Inc. are not authorized for life support devices or hazardous applications. For all the products sold by CK Design Tech. we do not assume any responsibility for their uses. CK Design Tech. Inc. does not accept or agree to any other liabilities or terms beyond this printed statement. *All sales are final.*

Company Officer: Please read above, fill out and sign below. Send back by mail, fax or E-mail.
Customer agrees to "Non-Compete" & "Non Disclosure" regarding our products for 5 years.

Company Name _____ Your Name _____

Your Title/ Officer: _____ Sign _____ Date _____