



Revised March 29, 2009

## ***Shipping, Billing, Returns, Warranty & Liability***

**Standard lead time to ship orders is 2-4 weeks or sooner. Most products are built to basic, in stock.**

**All Orders:** To begin the ordering process, please complete our Fax Order & Contact Sheet which can be found at [www.ckdesigntech.com](http://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. 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 final confirmation.

**Terms:** COD or PREPAID. To increase our resources and time we no longer offer Net 30 terms. Orders over \$5,000 require a 50% down payment to start the order. All sales are final. Any unpaid balances past the due date have a 1.5% penalty rate per month. A.P.R. 18%

**Payments:** Credit card, check, money order and wire transfer.  
**Wire Transfer:** Please call for us for bank information.  
**Credit Cards:** We accept American Express, VISA and Master Card.  
**New Customers & International orders:** Must be prepaid to start the order.

**Shipping:** **All Orders:**  
F.O.B. Simi Valley, CA.  
Recipient pays all shipping, duties and taxes.  
**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 number for the shipping charge.  
**International orders:**  
We ship by **Federal Express** only.  
All related shipping charges are billed to your Federal Express account number.  
Please supply us with any special export documents that may relate to your order.

**Warranty:** Warranty: 6 months from ship date for parts and labor (applies only to our plug & play systems).  
Warranty void for customer misuse, modifications or disassembly.  
Improper; mounting, power supply, wiring, fusing, changing connectors or using Servo motor controllers other than our own will also void the warranty.

**Repairs:** RMA numbers are issued to the Tech requesting the repair.  
Please have the Tech call first for an RMA number.  
A written detailed description for the RMA is required. If a failure has occurred, include the conditions and history that the unit was under. Attach this description with its RMA# to the unit and return it to us. Please include the RMA# on the outside of the box.  
There is a \$120.00 prepayment charge for "Retest & Analysis" for out of warranty items.  
Shipping charges are the customer's responsibility unless waived by CKDT.

**Modifications:** We do not recommend any modifications or changes to our products. For best results we recommend using our "Plug & Play" cables and connectors.  
For us to modify finished products is labor intensive and will compromise the quality of the product. Custom built systems to your specifications are common and welcome for review.

**Returns:** For any shipment discrepancies; please notify us within 10 days. Call for an RMA # and return it to us within 30 days of shipment date. Cancelled orders are subject up to a 70% manufacture fee. All sales are final.

**Liability:** Liability is expressly limited not to exceed the original purchase price of any CK Design purchase. 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.

Customers and CKDT agree to "Non-Compete" and Non Disclosure regarding each others products.

Company \_\_\_\_\_ Name \_\_\_\_\_ Sign \_\_\_\_\_ Date \_\_\_\_\_