

## **NanoScope Services**

### **TERMS & CONDITIONS**

The following terms and conditions of sale, apply to all quotations, estimates and purchase orders accepted by NanoScope Services. Acceptance of the Buyer's order is made only on the express understanding and condition that insofar as the terms and conditions stated herein in this acceptance, and no others, govern the entire transaction of sale without written acknowledgement of the Buyer. The failure of the Buyer to object in writing upon receipt thereof, shall constitute assent hereto. No additions or modifications of any terms and conditions hereof shall be effective unless made in writing and signed by NanoScope Services.

1. Customers shall supply clear drawings and instructions of work to be performed. Customer samples must be in a complete and workable condition and tested functional prior to arrival at NanoScope.
2. All requirements must be discussed with a NanoScope representative.
3. All samples supplied must be certified by the customers as not being either a biohazard, radioactive or toxic.
4. Completion of the work is subject to capacity available at time of order placement. NanoScope Services do not routinely guarantee an exact completion time.
5. NanoScope Services will not carry out work presented to them by a customer which they believe may be illegal. It is the customer's obligation to request only legally compliant work.
6. NanoScope Services withhold the right not to disclose information about their equipment or working methods.
7. NanoScope Services confirm that they will not disclose any information about the customers work, company or any other information that is made available to them, to a third party, unless under specific arrangement.
8. Cancellation of an order by a Customer must be approved by NanoScope Services, and maybe subject to a charge.
9. In the event of any conflict between NanoScope Services terms and conditions and customer's purchase order terms and conditions, the terms and conditions of this order acceptance/quote shall supersede.
10. NanoScope Services liability for any and all losses arising out of performance of this agreement by NanoScope Services shall be limited to the contract value of the services provided by NanoScope Services, specifically excluding material costs. Claims for credit for unaccepted work, must be received by NanoScope Services within 30 days of receipt of the work by the customer.
11. Customers shall provide insurance coverage door-to-door on all consigned materials and or equipment to and from the NanoScope Services facility.
12. All quotes and estimates are valid for 30 days. Upon request, NanoScope Services reserves the right after 30 days to requote or to extend the current quote.
13. NanoScope does not offer any guarantee of yield for circuit edit applications or for quality of results obtained from TEM foil preparation or analysis – as these are highly dependant on the nature of the sample provided.
14. NanoScope Services mutual non-disclosure agreement is available and will supersede any non-disclosure agreement supplied by customer.
15. All prices are in the currency stated.
16. Please contact the relevant address below for complaints: **Nanoscope Services Ltd**, No 30, Station Road Workshops, Station Road, Kingswood Bristol UK BS15 4PJ