

## Terms and Conditions of Sale

### How to Order

We accept orders by telephone, fax, email and postal service. Please provide billing and shipping address information, user contact information, quantity and model no. of each item ordered, requested shipping method and date (if other than same day), and resale certificate number if ordering from within British Columbia, Canada for a non-taxable use.

### Shipping Method

We ship FOB Port Coquitlam, British Columbia, Canada unless otherwise specified. If prepaid shipping is requested, charges will be added to the invoice. We will calculate the total shipping charges and advise you of the total invoice amount at the time of shipment, or, if you prefer, we will calculate the total charge at the time of order. Any shipping shortages or claims must be made within 3 days after receipt of order.

### Payment Methods

We accept payment by Visa, MasterCard, American Express, cheque in advance or wire transfer. Net 30 terms will be extended to customers with approved credit; please call for requirements. For wire transfers, a wire fee will be added to the invoice total. Please contact us for bank information.

### Return Policy

All refunds or credits are granted only upon special approval by Tri-M Systems Inc and may be subject to a restocking charge of 30%. Returns for credit must be made within 15 days after receipt of order. Products must be unused and returned complete with original packaging. There is no refund or credit on any special order products that are not normally stocked by Tri-M Systems Inc.

### Tri-M Systems Inc. (Limited Warranty)

Unless otherwise agreed to in writing, Tri-M Systems Inc. (Tri-M) warrants to the original purchaser that its products will be free from defects in material and workmanship for a period of (1) one year from the date of shipment. Tri-M's obligation under this warranty is limited to replacement or repair, at its option and its designated site, any such product within the warranty period that is returned to Tri-M in Tri-M approved packaging with a Tri-M-assigned RMA (Return Material Authorization) number referenced on the shipping document.

All warranties are void if there is evidence of misuse, tampering, or attempted repair of parts. Any returns must be accompanied by a return material authorization (RMA) number issued by Tri-M. Purchaser shall prepay transportation to Tri-M's designated site. If returned products are repaired or replaced under the terms of this warranty, Tri-M shall pay return transportation charges.

In no case will Tri-M be held liable for consequential damages arising out of its obligations under this warranty or the failure or incorrect use of any of its products. This warranty is in lieu of all warranties, either express or implied, including, without limitation, any implied warranty of merchantability or fitness for any particular purpose, and of any other obligation on the part of Tri-M.