

Terms and conditions of business conduct
Scienterra Ltd.
Version 1.0
2 August 2020

Pronouns used on this page:

"We" means Scienterra Ltd.

"You" means the purchaser.

Privacy:

Scienterra will not share your details with anyone without your consent. If opportunities arise for customers to consult with each other, we will ask permission before sharing your contact details.

Sales:

Unless otherwise arranged, all sales are final. If Scienterra determines that circumstances warrant a return, then an authorisation will be issued in writing via email. A restocking fee may apply.

All sales are conditional on availability. We reserve the right to cancel your order if parts are not available. Your purchase price will be refunded within 7 days.

We encourage you to contact our sales team at sales@scienterra.com before buying.

Lead times:

In-stock items will ship within 1-3 working days.

Most items are built to order. Lead times are usually between 1 and 4 weeks, depending on the complexity of the item and the length of queue. Some items require extra time due to seasonality or weather. For this reason, we encourage you to discuss your schedule with us, and order early. If you are in a rush, please contact us at sales@scienterra.com so we can attempt to accommodate your schedule.

If issues arise which are out of our control, Scienterra reserves the right to extend the lead-time of your order. Such issues might include availability of components, extreme weather, political unrest, pandemic, staff health, or quality control issues. Schedule adjustments will be communicated and negotiated over email.

Scienterra reserves the right to cancel your order. If your order is cancelled, your purchase price will be refunded within 7 days.

Shipping:

Domestic parcels are shipped via the most appropriate method, which is most often by courier.

International parcels are shipped by DHL, UPS, FedEx, EMS, or New Zealand Post. We estimate the shipping cost based upon negotiated discounts arranged through our carriers. This cost includes packaging, carriage, and insurance. We prefer to ship via DHL, but other carriers can be arranged. Shipping on the recipient's account number can also be arranged.

Incoterms: Unless otherwise specified, terms are DAP: Delivered at Place. Under DAP delivery terms, the seller is not responsible for unloading the goods at destination or for any customs-related costs, tariffs, taxes, fees, or duties that may apply.

Buyer's responsibilities:

It is the buyer's responsibility to install equipment with appropriate care. We expect that the buyer has sufficient knowledge of electronics to perform basic wiring and installation, including ESD protection. In most cases, this includes ensuring that electronics are safe from water ingress and static discharge.

It is the buyer's responsibility to read the user's manual. For most items, we provide a user's manual that includes setup and operating instructions. The buyer should read this manual before contacting Scienterra for support. If there are still questions after reading the manual, then our support team at support@scienterra.com will be happy to provide customer service.

Indemnity:

Scienterra will not be held legally responsible for damage or loss caused by failure or misuse of our product. This includes, but is not limited to, loss of life, loss of health, loss of property, and/or loss of data. Scienterra makes every effort to ensure our products are safe and reliable. If damage or loss does occur, please let us know and we will provide appropriate support as we deem suitable.

Warranty and returns:

All purchases include a service and repair warranty for 3 years from the date of invoice. Claims made after this time will be considered on a case-by-case basis.

Problems can often be fixed without the expense and delay of return shipping. Buyers must contact Scienterra for authorization before returning any faulty equipment. Authorization will be issued by email.

If we deem that equipment must be returned, we will, at our discretion, either repair or replace items that fail due to poor workmanship or faulty materials. This does not include damage due to misuse or external force. The buyer bears responsibility to return faulty equipment to our factory, unless the failure occurs within 30 days of receipt.

Upon inspection, if we determine that an item failed due to misuse or faulty installation, then repair or replacement will be negotiated based on time and materials, and the buyer will assume responsibility of shipping the repaired or

replaced item.

Future modification of these terms:

As these terms change in the future, we will honor the terms that were in effect at the time of your purchase.

These terms constitute our intent to run a business that values honest customer relations as an essential cornerstone. Please contact us if you have any concerns.