

TERMS AND CONDITIONS

ORDERS:

All orders are subject to acceptance by Starview International.

All orders placed by must be confirmed in writing. Starview International Sales can provide specific delivery schedules or additional information on ordering procedures.

Office/Warehouse address:

Starview International Pte Ltd
60 Kaki Bukit Place
#05-19 Eunos Techpark
Singapore 415979
Attn: Sales (Sales@starviewint.com)

Credit Acceptance:

All orders are subject to acceptance by Starview International's Credit Department. If applicable, Starview International will establish an account and Customer will complete required forms at Starview International's request.

Payment Terms:

All payments are net in advance unless otherwise stated.

All payments are net 30 days for approved Customer in good standing.

Payments by check should be mailed to one of the following addresses, depending on your location:

US Dollar Accounts

Starview International Pte Ltd

Payments may also be made in the following manner:

Credit Card

Credit Card payment is available via Paypal. An email will be sent to the recipient for payment via credit card.

Letter of Credit

Please note that a US\$250 handling fee will be charged for orders of less than US\$25,000 that are paid for by letter of credit. All Letters of Credit must be received at least two (2) weeks prior to the scheduled shipment date.

Changes to Orders

All requests to change an order are subject to acceptance by Starview International. All requests must be made in writing, and be received at least two (2) weeks prior to the scheduled shipping date.

Prices

All prices are subject to change without notice.

Minimum Order Value

The minimum order value is US\$1,000. For any orders below US\$1,000, a processing fee of US\$30 shall be imposed. This amount is to overcome the bank charges imposed during inter-banks transfer.

RESCHEDULING, CANCELLATION AND RESTOCKING

All requests to reschedule, cancel and restock an order are subject to acceptance by Starview International. Specific fees are applicable for any rescheduling and cancellation requested less than thirty (30) days prior to a scheduled delivery date and for restocking that is requested less than thirty (30) days after receipt of the product by the Customer. Starview International will not restock if requested more than thirty (30) days after receipt of the product by the Customer.

DELIVERIES

Starview International will make reasonable efforts to meet Customer's delivery requirements. If Starview International is unable to meet Customer's delivery requirements, alternative arrangements may be agreed upon by the parties.

SHIPPING

Shipping and insurance costs are charged to the Customer's account or added to the invoice. Customs fees and duties are included in the price for products sold in Singapore only. For all other countries, Starview International's prices as indicated in the current price list are ex-works point of origin.

INSTALLATION AND ACCEPTANCE

The installation for some systems must be performed by Starview International. Following the installation, the Customer shall provide written acceptance of installed systems in accordance with Starview International's Acceptance Test Procedures.

RETURNS

All products returned to Starview International require a Return Merchandise Authorization (RMA) number. To obtain an RMA number and ship-to-address instructions, contact Starview International's Technical Support Group. Starview International will not be responsible for any product returned without an RMA number.

BASIC WARRANTY

For a period of Twenty Four (24) months from the date of shipment products are warranted under normal use:

- 1) to be free from any defect in design, material, and workmanship,
- 2) to conform strictly to specifications and approved samples, and
- 3) to be fit and sufficient for the purpose intended.

Starview International will repair or replace, free of charge, any part proven to be defective within the basic warranty period. Return-to-Customer shipping costs will be paid by Starview International for products under the basic warranty if submitted by the original purchaser. Shipping insurance is at Customer's expense. This basic warranty is standard to all Starview International products;

This warranty is in lieu of all other warranties, express, implied or statutory, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. In no event shall Starview International be liable for special, incidental or consequential damages.

EXCEPTIONS TO BASIC WARRANTY

Starview International warranties do not cover equipment or parts subjected to misuse, negligence or accidental destruction. All consumable parts are excluded from the basic warranty.

Caution: Only Starview International's trained personnel may open the case of an instrument since permanent damage to the unit may occur. All Starview International warranties will immediately become null and void if any unauthorized third party opens an instrument case, removes the warranty sticker from across the seam of the case, removes any of the case screws, if the product serial number is altered, erased or removed, if the hardware or software is altered, if the units are not installed according to manufacturer's instructions or applicable security standards.

GENERAL INFORMATION

Starview International's head office is open from 9.00 a.m. to 18:00 p.m (GMT + 08.00)

All sales of Starview International equipment shall be governed by and interpreted in accordance with the laws applicable in Singapore, except as to (i) conflicts of laws provisions; and (ii) the reference to the Incoterm "ex-works", which incorporates into these Terms and Conditions all the current rules of the International Chamber of Commerce pertaining to the 2000 Incoterms.