



**EDM International, Inc.**

4001 Automation Way | Fort Collins CO 80525 U.S.A.  
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## **EDM SALES TERMS AND CONDITIONS**

**PRICES:** Price quotations are furnished upon request. All prices will be quoted in \$US and will remain valid for a minimum of 30 days, unless otherwise stated on the quotation.

**PAYMENT TERMS:** Net 30 days based on credit approval. Invoices unpaid after 30 days will be assessed a finance charge at the rate of 1.5 percent per month. Any finance charges assessed will be in addition to the contract total. Where products are shipped and/or services are rendered at different times, EDM reserves the right to issue partial invoices.

**SHIPPING POLICY:** Pricing for freight and insurance costs will be quoted and invoiced separate from product pricing. All shipments are FOB Fort Collins, Colorado, with freight and insurance prepaid.

**TAXES:** EDM's prices do not include sales, use, excise or other taxes attributable to the purchase of the products covered hereby. Buyer shall be responsible for the payment of such taxes or, in lieu thereof may provide EDM with proof of tax exemption.

**INTERNATIONAL SALES:** EDM's prices do not include any import/export duties or taxes. Buyer shall be responsible for the payment of all such duties and taxes.

**ORDER CANCELLATION/ PRODUCT RETURNS:** Orders cancelled after three working days of its placement are subject to cancellation charges. EDM will notify the buyer of exact charges within three working days of notice of cancellation. Product returns are subject to a restocking charge. Restocking charges will be quoted upon request. Products may not be returned without prior authorization by EDM and acceptance of this restocking charge.

### **SALES AND TECHNICAL SERVICE:**

Factory Address: EDM International Inc.  
4001 Automation Way  
Fort Collins, CO 80525 USA

Phone: (970) 204-4001

Fax: (970) 204-4007

Email – Sales: [sjack@edmlink.com](mailto:sjack@edmlink.com)  
(requests for prices and order placement)

Email – Technical Support: [support@edmlink.com](mailto:support@edmlink.com)  
(RMA authorizations)

Website: [www.edmlink.com](http://www.edmlink.com)

**PRODUCT WARRANTY:** EDM INTERNATIONAL, INC.'s (EDM) warrants its products to be free from defects in materials and workmanship under normal use and service for twelve (12) months from date of shipment unless specified otherwise. EDM's obligation under this warranty is limited to repairing or replacing (at EDM's option) defective products. The customer shall assume all costs of removing, reinstalling, and shipping defective products to EDM. EDM will return such products by surface carrier prepaid. This warranty shall not apply to any product that has been subjected to unauthorized modification or tampering, misuse, neglect, vandalism, accidents of nature, or shipping damage. This warranty is in lieu of all other warranties, expressed or implied, including warranties of merchantability or fitness for a particular purpose. EDM is not liable for special, indirect, incidental, or consequential damages.

Products may not be returned without prior authorization. To obtain a Returned Materials Authorization (RMA), contact EDM by email at [support@edmlink.com](mailto:support@edmlink.com) or by phone at (970) 204-4001 (EDM does not accept collect calls). After an applications engineer determines the nature of the problem, a RMA number will be issued. Please write this number clearly on the outside of the shipping container. EDM's shipping address is:

EDM INTERNATIONAL, INC.  
RMA # \_\_\_\_\_  
4001 Automation Way  
Fort Collins, Colorado 80525-3479