

# TERMS

**General:** To place an order, lock in a specific price and receive a completion deadline, you must pay 50% of the quoted price of the exhibit. The remaining 50% must be paid upon delivery. Foreign sales: Foreign clients must pay the remaining 50% when proof of completion is supplied and the exhibit is fully packed and ready to ship.

**Shipping & Crating:** All shipping & crating charges will be billed directly to the purchaser from the shipping company at reasonable rates. Purchaser is responsible for all charges related to national and international shipping & crating. Upon request we can provide you with estimated shipping and crating costs. International orders take additional time for Ocean travel after they are fabricated and packed which will be estimated upon request.

**Guarantee:** 7-year warranty against defects in our workmanship; Free Life-time phone/internet technical support; Life-time parts supply sourcing for our exhibits at wholesale prices. The guarantee is our way of pledging our commitment to stand by our design quality. Our exhibits have a long service life expectancy, with many units still functioning smoothly at 10 years plus. They are so easy to maintain and repair, that it usually takes regular museum staff only 15 to 20 minutes. Each exhibit comes with its own tool kit. If you have any trouble with a part that we designed, simply return the part and we will create a replacement and return it to you at no extra cost. For other components the individual manufacturers guarantee applies. I.E. some gearboxes have a one year warranty from the manufacturer. In such a case you may contact the manufacturer or feel free to call us and we would be glad to assist you. Our guarantee is limited by the following conditions; We will not accept charges for whole exhibits being sent to us as sending hundreds of pounds of equipment for the replacement of one part is impractical. Our offer does not include labor to remove any part or perform maintenance and regular repairs "on site" as your location could be on the other side of the planet and such travel expenses would increase our cost and reduce our ability to offer you low cost quality exhibits in the future.

**Disclaimer:** We are confident of the safety and quality of our exhibits. We are sure after using them you will be impressed by the sturdy construction, safe rounded or beveled edges of the exhibit cases and our attention to details. As we can not control the methods of exhibition, or maintenance, repairs, methods, or safety standards of exhibition after the exhibit leaves our shop, we must convey a standard disclaimer: We accept no consequential or inconsequential liability resulting from the use, lack of use, exhibition, improper repair, maintenance or misuse of our exhibits, as we can not control the display methodology. We also do not accept responsibility for errors in exhibition design by other companies who refuse to follow our safety guidelines for display design and safe operation which are clearly stated in each manual. We urge our customers to read all manuals & operate products with proper safety guards. Refusal to acknowledge proper safety practices is considered a violation of our company policy and strictly forbidden.

**Sales Statement: We are not a mass production business venture:** We are creative people in business for the purpose of reaching our institute & research goals while helping others who are pursuing similar ideals. When you order from us the order is filled in old world tradition. Many hours of hard tedious work go into an intense effort to give you exactly what you want. As a result we do not offer a return policy. Be assured however that we have the utmost respect for our customers and are looking forward to working on other projects with you!

**Price Statement:** As with any business, our prices can change occasionally. When you make an order we will supply you with a proposed invoice locking the price for our specific offer to your organization as long as you respond with a 50% down payment within 30 days. Work to fabricate the exhibits will not commence until the deposit is rendered.

**Time Duration:** On request we will provide a time schedule for the creation of the exhibit or exhibits in question. Let us know what deadlines are involved so we can devise a plan to work with you to the best of our potential. For orders involving a number of exhibits or international orders with ocean travel to consider, special timelines will be calculated.

**Power Supplies:** US 120 VAC 60 Cycles. Foreign supplies for standard voltages and cycles will be used for foreign projects at no additional charge.

**Copyright And Patents:** Exhibit designs and engineering used in our exhibits and developed by us and presented to perspective clients remain the property of MRISAR Institute Of Science, Art & Robotics LLC owners. All rights reserved.