



All Orders: We only sell to "Bona Fide End-Users", not distributors.

To begin the ordering process, please complete our Fax Order & Contact Sheet which can be found at www.ckdesigntech.com under *Pricelist*. All information is pertinent, so please complete the form in its entirety. To be sure that we provide you with the appropriate product, please include a brief description of its intended use and operating environment. We do not need to know any confidential information. Once complete, please fax the form to (805) 522-9379 or e-mail to us. Should we require any additional information, we will contact you directly. We can send you a Quote/Estimate if required; otherwise, we will require a Purchase Order (PO) number to start your order. Once received, we will forward you a Sales Order as confirmation.

Lead Times: Call to confirm lead times. Quantity dependent.

CK Design Tech. Products: Most are built to order. Standard lead time is 2-4 weeks.

Tonegawa Seiko Products: We carry most models in stock. Standard lead time is 1-2 weeks. Most orders can be expedited with a fee.

Terms: All orders are to be pre-paid. We cannot give "Net 30" terms any longer.

New Customers, International, Custom Built, and Tonegawa Seiko orders: Must be prepaid in full to start the order.

Orders over \$5,000: Require 50% down payment to start the order.

Cancelled Orders: are subject up to a 50% re-stocking fee, including *Hold Orders* exceeding 6 months.

All sales are final.

Payments: Company Checks, Credit/Debit Cards, Money Orders, Wire Transfers.

Company checks need to clear before shipment.

*Credit/Debit Cards: We accept American Express, VISA and Master Card.

*Wire Transfer: Please request our bank information.

*Banking processing fees will be billed.

Shipping: All Orders are F.O.B. Simi Valley, CA.

Domestic: We ship by **Federal Express or UPS** only.

We prefer to ship "Collect" using your FedEx or UPS account so please include your Account # with your order.

International orders: We export using **Federal Express Int'l only**.

All related shipping charges are billed to your Federal Express account or your credit card for Federal Express.

Please supply us with any special export documents that may relate to you order. Extra fees may apply per document.

Warranty: 6 months from ship date for parts and labor for any factory defects.

Warranty void for customers misuse, disassembly, improper mounting, wiring, fusing or power source.

Any modifications or using servo motor controllers other than our own that damages our products will also void the warranty.

Repairs/Analysis Reports: Do Not open up units! That will void the warranty and hinder a valid Analysis Report for our part. Many times repairs are not needed, so have the requesting Tech call us first to explain the problem to us.

If returning, a RMA number will be issued per unit at that time. A detailed description of the problem is required per unit. Include its function, operating environments, and history. (Estimated its cycle time or flight hours, load, and duty cycle).

What were the conditions the unit was under and the possible caused when the problem occurred?

Attach the description and RMA# to each unit. Shipping is the customer responsibility unless waived by CKDT.

There is a \$75.00 pre-payment per-unit charge for *Retest & Analysis Report* for non-warranty items.

We will send you a Retest & Analysis Report and or a Repair Quote for your approval if needed.

Repair approvals, payments or "Return Units" requests are due within 60 days of Quote date or units may be scraped.

Modifications: We do not recommend you modify or change our products.

For best results we recommend using our *Plug & Play Systems*. They are a proven, tested system, many times over.

Requests for us to modify finished products are labor intensive and can compromise the quality of the product.

Custom built systems to your specifications are common and are welcome for review.

Returns: For any shipment discrepancies please notify us within 10 days of the shipment.

Call us for an RMA# and return the products to be corrected to us within 30 days of shipment date.

Liability: Liability is expressly limited not to exceed the original purchase price of our products.

All products sold by CK Design Tech Inc. are not authorized for life support devices or hazardous applications.

For all the products sold by CK Design Tech. we do not assume any responsibility for their uses.

CK Design Tech. Inc. does not accept or agree to any other liabilities or terms beyond this printed statement.

Company Officer: Please read above, fill out and sign below. Send back by mail, fax or E-mail.

Customer and agents of, agrees to *Non-Compete & Non Disclosure* regarding our products for 5 years.

Company Name _____ Your Name _____

Officer/Your Title: _____ Sign _____ Date _____