

GENERAL INFORMATION FOR ORDERING

1.1. Orders

Orders shall contain the following details:

- ∞ Product number and description of product
- ∞ Quantity and unit size of product
- ∞ VAT identification number
- ∞ Confirmation for VAT exemption orders

Order by E-mail: order@hypermol.com
Order by Fax : +49 521 98 76 22 7
Order by Phone : +49 521 98 76 22 9
Order by Mail: HYPERMOL
P.O. Box 201025
D-33549 Bielefeld
Germany

1.2. Office hours

Monday - Friday from 08:00 – 18:00 CET

Outside of office hours please contact (24h, 7d/w) our CustomerService (cusserv@hypermol.com) which responds within a few hours to any query. Alternatively you may leave a spoken message or SMS (+49 521 987 622 8) for the attention of the CustomerService.

1.2. Informations for Ordering

The sale of our products is restricted for use in research only. The products are not for use in diagnostic processes. Products from HYPERMOL are not for resale. There is no minimum order requirement. Confirmation for all VAT exemption orders is required. For an initial order placement a customer account is created.

Assent to our Terms & Conditions of Sale is made with the order. A copy of Terms & Conditions of Sale is provided on the reverse side of each offer and invoice and/or can be obtained from our Customer Service (cusserv@hypermol.com or call +49 521 98 76 228).

1.3. Annual Purchase & Bulk Order Contracts

We offer considerable savings purchasing products under an annual purchase contract. Please inquire for information for a quotation of products in bulk or larger quantities based on either scaled discount or call-off.

1.4. Prices & Terms

Prices are quoted in Euro (€) and are subject to change without notice. All prices quoted are exclusive of VAT, delivery or any possible other fee or charge. Payment terms for purchases are net 30 days. All orders are subject to final acceptance by HYPERMOL EK at the prices in effect at the date of order.

Orders are based on our terms and conditions of sale appearing on the reverse side of each offer and invoice.

1.5. Shipping & Delivery

Orders are shipped within 1 day from date of order. Once a shipment has been released to the carrier, the customer becomes the owner of the goods and receives an e-mail containing the shipping code.

Express shipping, packaging and insurance charges are prepaid by us and will be added to the invoice as a flat charge

1.6. Incomplete & Damaged Shipments

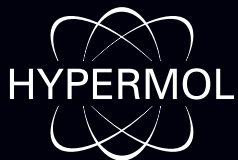
If a shipment is incomplete, do not send back. Retain all shipping documents, containers, and packing materials, and contact our CustomerService (cusserv@hypermol.com or call +49 521 98 76 228) as soon as possible, but within 5 days after receipt.

If a shipment is damaged, do not accept the shipment. Damaged goods are returned to us by the carrier and will be replaced by us immediately. If for any reason the damaged shipment was accepted, retain all shipping documents, cartons, and packing materials for inspection. Report the damage to our CustomerService by e-mail (cusserv@hypermol.com) to receive a damage report form if possible at the day of receipt, but latest 5 days after receipt. Later reports can not be accepted.

Once a shipment has been released to the carrier, the purchaser becomes the owner of the goods and is responsible for claiming any damage. For assistance please contact our CustomerService any time (cusserv@hypermol.com or call +49 521 98 76 228).

1.7. Product Warranty & Guarantee

We guaranty the quality and product performance described in our product literature. We do not take any responsibility for the use of our products other than described in the literature (datasheets, handbooks etc.)



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Should any product fail to perform as described in our product literature due to any reason other than misuse, or should not meet the expectations, first contact our TechnicalService (techserv@hypermol.com or call ++49 521 98 76 230) to provide the return shipment documents to HYPERMOL. We reserve the right to test the performance of the product returned. It is the Customers choice to receive replacement of the product or refund of the purchase price.

We reserve the right for minor changes, alterations, or modifications of any product to enhance its performance and design.

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Amtsgericht Bielefeld: HRA 15001

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