



## Terms and Conditions

### Pricing

Prices are subject to change without notice. All prices are EXW per INCO Terms. Shipping, handling and insurance charges can be quoted at time of order upon request.

### Ordering

CIRS accepts orders by phone, fax or email. When ordering, please specify the quantity and model number and describe the item in detail. Be sure to include shipping and billing addresses (if different). CIRS requires a minimum order of \$150.00. All orders received from customers shall be deemed to be an acceptance by the customer of CIRS standard policies and conditions. When order is accepted by CIRS, you will receive confirmation from Customer Service.

### Payment Terms

All orders from outside the USA, and purchase of non-standard product require payment in advance. CIRS accepts VISA, MasterCard, American Express, bank wire transfers and certified check in advance. Domestic orders may ship COD.

### Delivery

Unless otherwise specified at time of order, shipments in the continental United States are made via insured ground traceable carrier. Shipments outside of the continental United States are made via insured, traceable air-freight.

### Standard Product Improvements

CIRS standard items are subject to modification without notice. The customer is assured that the item delivered will equal or exceed the item described in all respects or the item may be refused and money refunded.

### Purchase of Non-Standard Product

If you cannot find exactly what you are looking for within the CIRS standard product listings, please send detailed specifications and drawings if applicable via email to [admin@circinc.com](mailto:admin@circinc.com) or fax (757) 857-0523 to the attention of customer service. The more information you can provide regarding your particular application and requirements the better we can assist with the design effort. If your request is of a confidential nature, a mutual non-disclosure can be executed.

### Quotations for Non-Standard Product

In many cases an informal "ball park" estimate can be provided for budget purposes based on initial discussions. Such estimates are not contractual and orders cannot be accepted based on estimates. In order to provide formal quotation, additional time and effort on the part of CIRS is often required. Formal quotations shall include a pro-forma invoice and written specifications. All designs, drawings, specification and associated documents prepared by CIRS are property of CIRS. It is your responsibility to carefully review quotations for accuracy and completeness. Re-seller discounts do not apply to non-standard product quotations.

All non-standard purchase orders must clearly reference the CIRS quotation number. Submittal of a purchase order to CIRS is deemed acceptance of specifications referenced in the quotation. Upon receipt of a purchase order, CIRS shall confirm receipt of order. This does not indicate acceptance of the order by CIRS. Additional time is often required for planning and scheduling. Thus you will receive separate notice of order acceptance and estimated shipping date. Please note CIRS will make every effort to ship on or before the estimated date; however, due to the nature of non-standard product manufacture, CIRS cannot guarantee the delivery date.

### Engineering Change Orders for Non-Standard Product

You may at any time, by written order, make changes in any of the following: (a) the drawings, designs and/or the specifications applicable to the items covered by this order, (b) the method of shipment and/or packing and (c) the place of delivery. CIRS shall not be deemed to have accepted your proposed changes without additional costs to you until CIRS notifies you in writing of acceptance of the change request.

### Customer Acceptance of Non-Standard Product

All non-standard products are inspected at CIRS to ensure compliance with written specifications. Upon receipt, it is your responsibility to perform acceptance testing in a timely manner. All claims that product received deviates from written specifications and/or contains defects in material and/or workmanship must be made in writing to CIRS within 30 days of receipt of product and expressly state the details of the complaint. Please refer to the Returns section below for additional instructions.

## Warranty

All standard CIRS products and accessories are warranted by CIRS against defects in material and workmanship for a period as specified below. During the warranty period, the manufacturer will repair or, at its option, replace, at no charge, a product containing such defect provided it is returned, transportation prepaid, to the manufacturer. Products repaired in warranty will be returned transportation prepaid.

There are no warranties, expressed or implied, including without limitation any implied warranty of merchantability or fitness, which extend beyond the description on the face hereof. This expressed warranty excludes coverage of, and does not provide relief for, incidental or consequential damages of any kind or nature, including but not limited to loss of use, loss of sales or inconvenience. The exclusive remedy of the purchaser is limited to repair, recalibration, or replacement of the product at manufacturer's option.

This warranty does not apply if the product, as determined by the manufacturer, is defective because of normal wear, accident, misuse, or modification.

Product	Warranty Period
Non-Standard or Customized Products	3 months
Training Phantoms and Disposable Products	6 months
Electrical Products and Dynamic Phantoms	12 months
All other Standard Products	48 months
Plastic Water	60 months

### Non-Warranty Service

If repairs or replacement not covered by this warranty are required, a repair estimate will be submitted for approval before proceeding with said repair or replacement.

### Returns

If you are not satisfied with your purchase for any reason, please contact Customer Service prior to returning the product. Call 800-617-1177, email [rma@circinc.com](mailto:rma@circinc.com), or fax an RMA request form to 757-857-0523. CIRS staff will attempt to remedy the issue via phone or email as soon as possible. If unable to correct the problem, a return material authorization (RMA) number will be issued. Non-standard or "customized" products may not be returned for refund or exchange unless such product is deemed by CIRS not to comply with documented order specifications. You must return the product to CIRS within 30 calendar days of the issuance of the RMA. All returns should be packed in the original cases and or packaging and must include any accessories, manuals and documentation that shipped with the product. The RMA number must be clearly indicated on the outside of each returned package. CIRS recommends that you use a carrier that offers shipment tracking for all returns and insure the full value of your package so that you are completely protected if the shipment is lost or damaged in transit. If you choose not to use a carrier that offers tracking or insure the product, you will be responsible for any loss or damage to the product during shipping. CIRS will not be responsible for lost or damaged return shipments. Return freight and insurance is to be pre-paid.

### With RMA number, items may be returned to:

CIRS  
Receiving  
2428 Alameda Avenue Suite 212,  
Norfolk, Virginia, 23513 USA