

## **Terms and Conditions for NANOCRAFT products**

At the moment we can only accept mail- or Fax-orders printed on an official ordering document of your organization. After sending us your order we will send you an order-confirmation within one working days after date of receipt. If you do not receive this confirmation, please contact us again!

Standard minimum package is a set of 10 tips each. This does not apply for specials and custom made products. Discount will be given for larger numbers and for regular customers. Please inquire in individual cases.

Prices are FCA NanoAndMore GmbH warehouse including packing & insurance, but exclusive of any tax and custom duties. For overseas shipments (via Federal Express) a flat-rate of 80.00 US\$ for transportation charges is added to the invoice. European shipments (via DPD) are free of charge. If the customer requests shipment by an other carrier than the above, this is only possible if the customer accepts to pay all costs charged to NanoAndMore GmbH by this carrier!

Payment net within 30 days of date of invoice. 2% surcharge for payment within 90 days of date of invoice (mandatory for US deliveries). There is another 1% surcharge for every month exceeding 3 month.

Sorry, but we do not accept credit cards until now.

For further pricing and ordering assistance, please contact: [sales@nanoandmore.com](mailto:sales@nanoandmore.com)

Delivery time ex work is four working days after order-confirmation if in stock (that is the case for 95% of all products). If the goods are not available of stock the order confirmation contains an estimated shipping date.

### **RETURNING GOODS**

Before returning any goods to NanoAndMore GmbH you must have received an approval and a RMA (Return Material Authorization) number. You will receive detailed instructions on how to return the goods together with the RMA number.