

TERMS AND CONDITIONS

- **QUALITY STANDARDS:** DiTom Microwave is an AS9100 Rev. C compliant manufacturer. Contact us and we would be happy to provide a copy of our quality manual.
- **QUOTES:** All quotes issued to a customer are valid for a period of 60 days from the date on the quote, unless explicitly stated otherwise.
- **LIMITED WARRANTY:** DiTom Microwave warrants all purchased product against defects in materials and workmanship under normal use by the customer/end user for a period of 1 year from the date of purchase. If a product defect arises and a valid RMA request is received by DiTom within 1 YEAR from the date of purchase, DiTom will either repair the damaged product at no charge, using parts that are equivalent to new in performance and reliability, or exchange the damaged product with a product that is equivalent to new in performance and reliability and is at least functionally equivalent to the original product. A replacement product assumes the remaining warranty of the original product or 60 days from the date of replacement or repair, whichever provides longer coverage for the customer/end user.
- **SOURCE INSPECTIONS:** If source inspection(s) are required by a customer/end user before, during, or after the production of deliverable product, additional charges will apply.
- **METHODS OF PAYMENT:** DiTom accepts orders from all major credit cards (American Express, MasterCard, and VISA). DiTom accepts Net 30 terms for domestic customers, and requires prepayment for all international orders.
- **SHIPMENTS:** All domestic shipments are FOB Fresno, CA. DiTom will use the account number and shipping method of the customer/end user when specified. When not specified by the customer/end user, DiTom will include shipping costs in the invoice total and ship UPS ground.