



A) **ORDERS** may be placed by **phone** (for CREDIT CARD PURCHASES ONLY: +1-973-564-7555), by **Fax +1-973-564-7556**, by **Email: Orders@drg-international.com** , or thru online purchasing at our **website (www.drg-international.com)** under **Customer Account** Log-in and registration.

- **International Customers** must Pre-Pay in full prior to shipment. Pro-Forma Invoices can be issued upon request
- **New customers** must apply for credit prior to acceptance of Purchase Orders (P/O). Your Bank & Credit References are required for new account applications.
- **No product** will be **shipped** without prior authorization and/or confirmation from the customer.
- We reserve the right to cancel, or politely decline any order for any reason determined as legitimate, or due to any unforeseen circumstance after notification to the customer.

IMPORTANT NOTE:

PURCHASE ORDERS can be processed only for customers with existing account with DRG. All **Purchase Orders** should be printed on company *Letterhead* (preferably with your company *LOGO*). **“Verbal PO” is not acceptable—hard copy PO is required.** Your official PO must include the following information:

- 1) **DRG Customer/Account Number** (if available)
- 2) **Complete BILLING ADDRESS** (where your Invoices should be mailed)
- 3) **SHIPPING/DELIVERY ADDRESS** complete with **Contact Name, Email address, Fax and Phone Number.**
- 4) **COUNTRY of Ultimate Destination** (if different from Country of Billing/purchasing address)
- 5) **Itemized line items, including DRG Product Description, Catalog No., Quantity Required, and quoted PRICE** (please reference a valid **Quote** or Pro-forma Invoice Number issued by DRG).
- 6) **PAYMENT Terms: (INTERNATIONAL ACCOUNTS) 100% Prepayment is required via wire transfer. (Pro-Forma Invoice may be issued upon request.)**
- 7) **PURCHASE ORDER Number with Date of purchase**
NOTE: Incomplete PO, or Orders submitted in plain E-mail or Fax (*without* the above-listed required information) may delay processing of your order.

B) **PAYMENT TERMS: (USA & Canada)** Net 30 Days maximum.

C) **PRICING:** Available upon request. (**Note:** Prices *is* “*ex-works*” and subject to change without notice.)

D) RETURN POLICY: Please be advised and make a **NOTE** of DRG's **NO RETURNS/NO EXCHANGE POLICY** for all of our Medical Diagnostic Products (**ELISA/RAPID/RIA KITS**):

→ **DUE TO THE NATURE AND STORAGE CONDITION OF OUR PRODUCTS (PERISHABLE GOODS), DRG DOES NOT ACCEPT ANY RETURN OR EXCHANGE. ALL SALES ARE CONSIDERED FINAL UPON RECEIPT OF YOUR SALES ORDER CONFIRMATION AND WILL SHIP "AS CONFIRMED" ON THE "PROMISE DATE". As the diagnostic test kits that we manufacture and sell cannot be recycled, and we are not aware of the conditions they were subjected to during shipping, these products are deemed NON-RETURNABLE.**

IMPORTANT: DISCREPANCIES MUST BE REPORTED TO DRG (in writing via E-mail or Fax) WITHIN FIVE (5) BUSINESS DAYS UPON RECEIPT OF THE SHIPMENT.

E) WARRANTY: DRG International, Inc. warrants materials to be of the stated quality at the time of sale. The buyer assumes all the responsibility for the use and handling of the product and any liability for consequential, special, indirect or incidental damage resulting there from.

F) DISCLAIMER: DRG International's products are sold for experimental / research use only and are not intended for use in or on humans, neither for medical nor diagnostic purposes--EXCEPT for FDA-cleared/exempt products. (Product List available upon request.)

We do not search for existing patents on products. Customers are responsible for determining the existence of such patents, and whether their use of the material will constitute an infringement of these patents.

DRG International, Inc. is a New Jersey Corporation. The operation of our business falls under the jurisdiction of the *State of New Jersey, City of Springfield*.