

**THIS QUOTE IS VALID FOR 30 DAYS.**

**ALL RJG INVOICES & PACKING SLIPS ARE ITEMIZED TO MATCH THE QUOTE.  
IF THERE IS A PROBLEM WITH PAYMENT OR RECEIVING,  
PLEASE CALL RJG ACCOUNTING AT +1 (231) 933-8118.**

**Terms and Conditions**

**Purchase Orders**

A hard copy purchase order is required at the time any order is placed. The PO must include the following information: Billing Address; Shipping Address; Method of Payment in U.S. Dollars (Net 30, Credit Card, COD, Advance Payment, or Wire Transfer); Method of Shipment (UPS, FEDEX, etc.) and freight collect number if desired (all international shipments need a freight collect number); Purchase Price in U.S. Dollars (RJG will not accept \$0.00 Purchase Orders); and Quote Number if applicable. Also, End User (who will be using the equipment) and Location (address, city, state, or country) need to be noted. A confidentiality agreement may be signed if necessary.

**Purchase Orders for Public Training Registrations**

In addition to the above requirements, the following language is required on all Purchase Orders for public training seats: "RJG will invoice 100% of the course fee if the cancellation request is requested 0-7 calendar days prior to the start date of the course. RJG will invoice 50% of the course fee if the cancellation request is received 8-20 calendar days prior to the start date of the course. RJG will not invoice any part of the course fee if the cancellation request is received 21 days prior to the start date of the course." Requests to move the registration to a different course date is considered cancellation of the original course date. RJG will not reimburse airfare, hotel or any other travel associated expenses.

**Expedited Orders**

A 25% "Expedite Fee" will be applied to the order total, for any orders requested sooner than standard lead time.

**Payment Terms**

Payment terms are Net 30 Days unless otherwise specified by RJG. HST or sales tax will be charged, if applicable. Subscription payments are due monthly with RJG, if the payments are not received in a timely manner the software will be removed.

**Returns & Exchanges**

A product must be returned or exchanged within 90 days of the ship date and is subject to a 15% restocking charge. If 90 days have passed since the ship date, RJG will not offer credit or exchange.

**Eligibility for Refunds and Exchanges**

Product must be unused or undamaged.

Authorized RMA number from RJG is required for refund or exchange. To obtain Authorized RMA number email: [support@rjginc.com](mailto:support@rjginc.com)

**Exchanges**

To exchange an item, RJG will ask for a new purchase order for the new product. A credit will be issued for the exchanged product less 15% restock fee. The credit will be posted to the account after the product has been returned and evaluated to be unused and undamaged.

**Exempt Product**

The following are exempt from refunds or exchange:

- CPQ items (Custom Product Quote)
- -CCL described as custom length products

**Warranty**

**WARRANTY, DISCLAIMER, AND RELEASE:** RJG will, at its option, repair or replace goods supplied by it which are found to be defective in material or workmanship, FOB Traverse City, Michigan, provided that, within the above-stated periods, purchaser must give specific written notice of any and all alleged defect(s) to RJG and makes the product(s) available for an examination by RJG to evaluate, to its satisfaction, the existence of any such claimed defects. Regarding consulting, training and other services performed by RJG, RJG warrants only that its services will be performed in good faith, with qualified personnel, in a workmanlike manner. The customer's exclusive remedy for any breach of warranty shall be limited to the repair of the defect or replacement as provided herein. In no event shall RJG be liable for any incidental, special or consequential damages resulting from said defects. THE WARRANTIES SET FORTH IN THIS PARAGRAPH ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, RELATED TO ANY AND ALL GOODS, SERVICES, TRAINING AND/OR CONSULTING PROVIDED BY RJG, INCLUDING WITHOUT LIMITATION ANY AND ALL WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. The above-described warranty is based on normal and proper use by the buyer. This warranty shall not apply to any goods which have been repaired or altered without RJG's approval, nor which have been subject to misuse, negligence, poor maintenance, or accident, nor to any goods which shall not have been operated in accordance with RJG's or instructions. Except for the express terms of the above warranty, purchaser shall release and hold harmless RJG, its agents, employees, and related entities, for all liability arising out of use, sale, or other disposition of the goods sold and/or services, consulting and/or training provided, including but not limited to negligence or other legal liability.

**The applicable warranty periods are as follows:**

- Cavity Pressure Sensors described as Strain Gage and Piezo are covered under a (3) Year Warranty from ship date.
- All other products are covered under a (1) Year Warranty from ship date.

**Equipment Notes**

1. This quote does not include an installation service provided by RJG.
2. No pricing discount authority upon invoice payment can be taken by the customer, or any third party, other than what may be stated as a line item on the quote.
3. This quote total does not include shipping or applicable sales tax charges. Shipping costs will be applied separately. Sales tax charges will be applied if applicable.  
The handling fee is \$10 per \$1,000 ordered unless customer supplies shipper account number at the time of order.
4. Your machine may require a program change to implement this system. RJG pricing does not represent any additional charges that may be incurred from your machine manufacturer.

**Training & Consulting Cancellation Policy**

RJG will invoice 100% of the course/consulting fee if the cancellation is processed 0-7 calendar days prior to the start date of the course or consulting visit. RJG will invoice 50% of the course/consulting fee if the cancellation is processed 8-20 calendar days prior to the start date of the course or consulting visit. RJG will not invoice any part of the course/consulting fee for cancellations received at least 21 days prior to the start date of the course or consulting visit. If trainer airfare has already been purchased, a \$500 ticket. A change fee will be included on the invoice (plus any difference in fare if the course has been rescheduled). Requests to move to a different training/consulting date are considered a cancellation of the original date. RJG will not reimburse airfare, hotel or any other travel associated expenses.

**Training Hours**

The In-Plant training rate is for one trainer up to 9 hours per day. Training day is defined as 8am to 5pm where course content is being facilitated. Classroom setup that occurs outside of the standard training day is at the discretion of the trainer and is included in the training rate. Any deviation from the standard training day will need to be approved in advance and in writing. Additional course facilitation time outside of the standard training day will be invoiced at \$375 per hour.