

# COOPERATION CONDITIONS

## 1. GENERAL CONDITIONS

- a. All conditions included in these terms of business cooperation concern all agreements concluded between customers and MICRORISC s.r.o.. They are liable to change only on the basis of individual written arrangements signed by customer's authorized representatives and MICRORISC.
- b. The terms of business are binding in the English language version. Other language versions are designed for information purposes only.

## 2. PRICES

- a. The current selling price is the price offered by MICRORISC on the Internet webshop <http://www.iqrf.org/eshop/> on the day of placing order by customer.
- b. In case of advance payments: the current selling price is the price in a pro forma invoice.
- c. Prices in MICRORISC offer are presented in EUR. Prices do not include VAT tax. Prices never include shipment and customs duty costs. They are loco Jicin, the Czech Republic prices.

## 3. HOW TO ORDER

- a. MICRORISC takes orders placed by Internet webshop system <http://www.iqrf.org/eshop/>.
- b. Products can be ordered only in quantities corresponding to a multiple stated for the product (if a multiple is unstated, it implicitly amounts to 1).
- c. At the customer's request, MICRORISC sends an order confirmation.

## 4. DELIVERY

- a. Shipping costs are incurred at customer's expense, unless arranged otherwise on the basis of a separate agreement between the customer and MICRORISC.
- b. Shipping costs are an additional charge to an order and they are additionally invoiced.
- c. The costs can be found at webshop Internet page.
- d. MICRORISC decides to choose a shipping company, unless arranged otherwise on the basis of individual agreements between the customer and MICRORISC.

## 5. VAT TAX

- a. All registered customers with properly filled VAT number from the European Union out of the Czech Republic are invoiced without VAT.
- b. All non-registered customers from the European Union are invoiced with VAT.
- c. All customers from the Czech Republic are invoiced with VAT.
- d. All customers based outside the European Union are invoiced without VAT.
- e. In case of personal pick up in central store of MICRORISC in Jicin, the Czech Republic, all customers are invoiced with VAT.

## 6. SALES DOCUMENTS

- a. MICRORISC issues a sales document for each completed transaction. It is always a VAT invoice or VAT free invoice depending on rules above.
- b. Invoices can be made out in the following currencies: EUR, CZK.

## 7. PAYMENTS

- a. MICRORISC accepts the following methods of payment: advance bank transfer, Paypal payment system, payment by credit card. Cash on personal pick up in central store at MICRORISC or on delivery within the Czech Republic and Slovakia only.

- b. The customer can also negotiate the terms of payment. In order to negotiate the terms of payment you are requested to contact MICRORISC Sales Department.

#### 8. WARRANTY AND QUALITY

- a. The products sold in this webshop are of high quality. The method of production, shipment, storage and packaging ensures the protection from both mechanical and electrical damage.
- b. MICRORISC at present is using quality system ISO9001:2009 confirmed by the certificate.
- c. All products presented in the webshop comply with RoHS directive.
- d. MICRORISC assures that all products presented in the webshop are free of defects.

#### 9. COMPLAINTS AND RETURNS

- a. All remarks regarding the quality of sold products, our way of service and any inconsistencies between the actual state and the invoice should be sent in writing to MICRORISC Sales Department: sales@microrisc.com
- b. All faulty and mistakenly delivered goods should be returned only after customer has received an approval from MICRORISC Sales Department.
- c. On receipt of the returned goods MICRORISC examine the legitimacy of the complaint. If it is accepted, the customer is given a refund, compensation with the amount due or the possibility to exchange a faulty product to another one free from defects.
- d. The complaint must contain an accurate description of reason for return and a copy of receipt of purchase.
- e. Quality complaints can be made within 7 working days on receipt of customers parcel.
- f. If customer finds parcel damaged during transport, it should be examined in the courier's presence and a damage report should be made. Such a report signed by the courier is the basis for complaint.
- g. MICRORISC's responsibility for the delivery of faulty goods is limited to a product replacement or a refund.
- h. Customers who do not run a business activity and who are consumers under the regulations in force are entitled to return goods within 14 days since delivery without any extra charges and do not have to give a reason for a return. The returned goods can't bear any marks of usage or damage and must be sent back in the original packaging with a manual and purchase documents.

#### 10. LIMITATION OF LIABILITY

- a. MICRORISC does not bear responsibility for losses as a result of failure to keep a delivery date, failure to deliver products or a price change. Particularly, MICRORISC is not responsible for a production stoppage, a profit loss or indirect losses arising from failure to deliver right goods at right time. The above-mentioned restrictions do not apply if a separate written agreement for delivery of goods between MICRORISC and the customer is concluded, in which the terms of delivery and responsibility for defaults are precisely stated.
- b. MICRORISC does not bear responsibility for damages resulting from inappropriate use of delivered products.
- c. MICRORISC does not bear responsibility for errors in the technical documentation available on the Internet.

#### 11. LAW

- a. MICRORISC is the copyright owner of all materials included on the website, particularly pictures, descriptions, translations, a graphic form or a way of presentation.
- b. Any copying of information or technical materials included on the websites or delivered otherwise by MICRORISC requires a written permission of MICRORISC.
- c. The above-mentioned conditions apply until changed in official MICRORISC offers.
- d. All disputes will be resolved under the Czech law in the court in Hradec Kralove.