

Terms and Conditions

How to Order

Gems Sensors Inc. is dedicated to fast, efficient customer service and offers several ways for you to order from us. You may place your order by phone, fax, or mail at our local representative and distributor:

Call LICO GmbH

dial 01-706 43 000

Outside of Austria, dial: +43-1-706 41 31

Fax to: +43-1-706 41 31

Or mail your order to:

LICO GmbH

Klederinger Str. 31

A-2320 Kledering

Additionally, you may place your order through the sales office nearest you or your area sales representative. Office locations can be found at the end of this catalog.

Sales Hours

At Gems, our technical sales representatives are available 8 AM to 4:30 PM EST Monday through Friday. Our fax lines are open 24 hours a day, seven days a week for your convenience.

Prices and Terms of Sales

Prices are subject to change without notice. Those in effect when we receive your order will apply. All prices are listed in U.S. currency. Our payment terms are 1/2% 10 days, net 30 days, F.O.B. Plainville, Connecticut.

Visa, MasterCard and American Express accepted.

Discounts

Many Gems products have quantity discount schedules. Contact a sales representative to discuss your requirements and learn how to qualify for discounts.

Shipping

Most stock orders are shipped UPS within 24 hours of receipt of order. If you require air freight we will be happy to coordinate your shipment. All orders are shipped F.O.B. Plainville, Connecticut. USA.

Precautions are taken to ensure safe arrival of all shipments. Should you receive goods damaged in transport, you must file a claim with the carrier within 90 days or the claim is waived. Gems Sensors Inc. shall not be liable for any damage in case of late delivery or lost shipments.

Return Policy

Cancellations and returns are accepted up to 30 days from date of order. You must contact our return department for a Return Authorization (RA) number. Then return goods freight prepaid in the original container and include original packing slip. C.O.D. returns not accepted. Gems reserves the right to apply re-stocking or cancellation charges.

Warranty

Gems Sensors Inc., the seller, warrants its products to be free from defects in material and workmanship in normal use and service for a period of one year from date of shipment. Gems reserves the right and option to refund the purchase price in lieu of repair or replacement upon evaluation of the returned original part. Modification, misuse, attempted repair by others, improper installation or operation shall render this guarantee null and void. Gems Sensors Inc. makes no warranty of merchantability or fitness for a part or purpose.

Limits of Liability

In no circumstances shall Gems Sensors Inc. be liable for special, consequential or exemplary damages of any kind or character, including contract, tort, and strict liability in tort and contract.

Equipment sold by Gems Sensors Inc. is not intended for use in a nuclear installation, nor shall it be used as a "Basic Component" as same as defined under Part 21, Title 10 of the Code of Federal Regulations. In the event of such use, you agree to indemnify and hold us harmless from any and all subsequent liabilities and responsibilities which might arise in connection with such use.

Design Changes

Due to continuing design improvements some items may differ slightly from the description and/or photograph in this catalog.

Compliance

Our technical sales representatives are available to offer suggestions regarding the use of our products in accordance with installation instructions. Installation, operation and maintenance must be in accordance with Gems' recommendations and applicable electrical codes. It is the sole responsibility of the purchaser to correctly select material for chemical compatibility. Failure to comply may result in voiding of warranty.