

# NEW OBJECTIVE PRODUCT ORDER FORM



Please fill out all appropriate fields below. Fax completed form to 1-781-933-9564 or email completed form to sales@newobjective.com

Two Constitution Way  
Woburn, MA 01801 USA  
888 220 2998 Sales  
781 933 9560 Phone

## BILLING INFORMATION

Date \_\_\_\_\_  
 Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State/Prov \_\_\_\_\_ Postal Code \_\_\_\_\_  
 Country \_\_\_\_\_  
 Tel \_\_\_\_\_ Fax \_\_\_\_\_  
 For order confirmation via email, please provide address:  
 \_\_\_\_\_

## SHIPPING INFORMATION (NO P.O. BOXES)

Same as billing  
 Attention \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State/Prov \_\_\_\_\_ Postal Code \_\_\_\_\_  
 Country \_\_\_\_\_  
 Tel \_\_\_\_\_  
 INTERNATIONAL CUSTOMERS FEDEX / DHL ACCOUNT #  
 VAT # \_\_\_\_\_

### U.S. SHIPMENTS

For U.S. deliveries, we ship exclusively via FedEx. Select delivery preference below. Shipping is prepaid and invoiced.

- P1 Overnight (by 10:00 am)
- Standard Overnight (by 3:00 pm)
- 2-Day (2nd business day) **DEFAULT**

**Bill my FedEx account for shipping**

### INTERNATIONAL / NON-U.S. SHIPMENTS

International customers may select FedEx or DHL for delivery. If no selection is made, order will be prepaid shipped via FedEx Int'l Economy and invoiced.

- FedEx Int'l Priority (2-3 business days)
- Fed Ex Int'l Economy (5-6 business days) **DEFAULT**
- DHL Int'l Priority (4-8 business days)

**Bill my account for shipping, duties & taxes**

**Bill my account for taxes & duties only**

## PAYMENT OPTIONS

To set up a customer account with New Objective, please contact accounting via email at accounting@newobjective.com for more information

New Objective Account # \_\_\_\_\_  
 (if known)  
 PO # \_\_\_\_\_  
 (PO or reference number required)

Credit Card (MC, VISA, American Express or Discover) Invoice copy and credit card receipt will be mailed to Billing address  
 Name on Card \_\_\_\_\_  
 Card # \_\_\_\_\_ Exp. \_\_\_\_\_ CVV \_\_\_\_\_

## PRODUCTS

	PART NUMBER	DESCRIPTION	QTY	PRICE EA	EXT PRICE
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

## COMMENTS / SPECIAL INSTRUCTIONS

ORDER SUBTOTAL

Subtotal does not include any applicable taxes or shipping charges. Shipping charges will be pre-paid and billed, unless noted in Shipping preferences above.

For New Objective use only: REC'D

SO#

App by:

rev 0809

# TERMS & CONDITIONS

NEW OBJECTIVE, INC.  
www.newobjective.com

Orders can be placed via phone, fax, post, or e-mail. Please include shipping and billing addresses, your phone and fax numbers, and all applicable New Objective part numbers. Confirmation will be provided within 1 business day of order receipt. Please review this confirmation closely, as goods returned due to errors in ordering may be subject to a 15% restocking fee.

## PRICES

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All prices are in U.S. Dollars. Prices do not include applicable sales tax, shipping, or handling. New Objective, Inc., reserves the right to change product specifications and prices at any time without notice and without any liability for such changes.

## CUSTOM AND OEM ORDERS

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New Objective can fabricate a variety of fused-silica and glass components for electrospray and other applications in analytical chemistry. OEM and bulk order discounts are available. Custom orders can not be returned other than for warranty issues. Custom orders placed may not be cancelled unless done so within 24 hours of placing the order.

## SHIPPING

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Our standard shipping is via Federal Express. Actual shipping charges apply.

## PAYMENT TERMS

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For customers with established credit, our terms are NET 30 DAYS. Payments made by electronic wire transfer require advance notice to our office and may be subject to a \$30 fee. We accept the following credit cards: VISA, Mastercard, American Express, and Discover.

## WARRANTY

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Limited Warranty: New Objective (Seller) warrants that all products furnished to Buyer shall be free of defects in materials and workmanship for a period of ninety (90) days from the date of shipment. Any product believed to be defective within the meaning of the foregoing sentence shall be returned to Seller, and if found to be defective by Seller, shall be replaced with conforming product of like kind. Replacements shall be shipped to Buyer or end-user, as the case may be, at Seller's expense. Seller shall have no other liability or obligation with respect to goods alleged to be defective. The foregoing shall constitute the sole and exclusive remedy, and the Seller's total liability for any and all losses and damages arising out of any cause whatsoever (whether such cause be based in contract, negligence, strict liability, other tort, or otherwise) shall in no event exceed the purchase price of the goods (product) in respect of which such cause arose. Seller disclaims, and shall not be liable for in any event, loss of profits, consequential or incidental damages, or punitive or exemplary damages relating to any product or item of product furnished hereunder. The foregoing limited warranty (i) shall be void as to any item of product which is in any material respect altered by the Buyer or any end-user, and (ii) does not cover misuse of the product (including, but not limited to dropping or other mishandling, improper trimming, damage caused by application of excessive temperature, pressure or voltage) or product

failure by reason of clogging. The warranty stated above is the only warranty applicable to products furnished to Buyer. All other warranties, express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose are disclaimed. B. Patents: Seller warrants that the product and Seller's process for manufacture thereof do not infringe any patent. Buyer and/or end-user will be solely responsible for ensuring that its use of product in any device or in any manner does not infringe any applicable patent.

## PRODUCT RETURNS

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All returns must be received prior authorization and labeled with a valid RMA (Return Merchandise Authorization) number. Please contact New Objective to receive an RMA number prior to returning any merchandise. Unauthorized returns will be refused and returned to sender.

For incorrectly ordered items, merchandise must be returned within 90 days in unopened, like-new, 100% saleable condition and in original manufacturers packaging. Product that is returned will be inspected and a credit will be issued, less 15% restocking and shipping charges. If returned merchandise is not in resaleable condition or is beyond the 90 day warranty period, no credit will be issued and the merchandise will be returned to customer.

**DO NOT DISCARD PRODUCT THAT HAS FAILED.** If you experience difficulties or suspect that you have received defective product, you must return suspected product to New Objective for inspection before warranty replacement can be made. A detailed report will be provided to the customer with information regarding replacement, should it be determined that product was defective. New Objective inspects each and every emitter thoroughly before being shipped, both manually as well as using sophisticated video measuring devices. Clogged and/or broken emitters are not considered to be manufacturing defects.

All damage and shortage claims should be made within 3 days of delivery. If damaged upon arrival you have the right to refuse the order. Call New Objective at 1 781 933 9560 to report damages and obtain a return authorization number.

## TRADEMARKS

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