



## TERMS AND CONDITIONS

Your use of this website constitutes your agreement to follow these rules and to be bound by them. We encourage you to read the following terms and conditions thoroughly.

Avago Medical reserves the right to update or modify these Terms and Conditions at any time without prior notice. Your use of this website following any such change constitutes your agreement to follow and be bound by the Terms and Conditions as changed. For this reason, we encourage you to review these Terms and Conditions whenever you use this website.

## ORDERING PROCESS

### Ordering Terms and Conditions

Payments are due at the time of order. However, orders may be placed over the phone, e-mail or this website. In this event, payments are due over the phone, email or this website at the time of order. We accept payments in the form of Visa, MasterCard, American Express and Discover.

We have the right to refuse to place any orders.

## ORDER CHANGES / CANCELLATIONS

Avago Medical will make every effort, upon your request, to change or cancel your order. If the order has reached the pre-shipment set up phase, there may be higher cancellation or change charges that apply. All of these charges will be a direct pass through from Avago Medical to you. If an item has begun ship out, unfortunately, we cannot stop or change the order. We can, if you wish, prevent shipment or redirect it. You will be charged the original amount quoted for all orders cancelled at this stage.

For any changes to the orders, you must call the sales department within 1 hour of placing the order with the correction. Also any cancellations of orders should be made within 1 hour of placing the order.

There will be cancellation fees of \$10 for any order less than \$30 and \$20 for all orders over \$30, given that they are cancelled before going out for shipment otherwise other charges may apply.

## REFUNDS

Due to the spreading of the COVID-19, only unopened items may be refunded after a visual inspection is performed by our QC department.

Shipping cost is not refundable.

If an order is late, only the shipping charges will be pro-rated (partially refunded).

Any problem or complaint on the order must be notified within 10 business days of receiving the product.

## SHIPPING

We will ship out all orders received before 2:00pm PST (Monday - Friday) on the same day via USPS Priority Mail or Priority Mail Express. The tracking number will be provided to you right after we drop off the package at USPS. Usually, they deliver to your address within 5-7 business days depending on the shipping service selected.

Every order will have a shipping insurance added to the order according to the order size. Shipping insurance will cover the following:

- Lost orders
- Defective Orders

## TAX

Sales Tax

Companies, individuals and organizations who are exempt from sales tax should provide us with their resale certificate by email to sales@avagomedical.com.

## PRICES

All prices and quantities are subject to change. Avago Medical will make best efforts to keep pricing and quantities to date.

In the event a product is listed at an incorrect price or minimum quantity due to an error, Avago Medical shall have the right to refuse or cancel any orders placed for products listed at the incorrect price or quantity and will help you choose a different item that is within your budget.

Only written quotes are valid; no non-verbal quotes will be accepted.

Price quotes are only good for the date they were quoted.

## CREDIT CARDS

Avago Medical accepts Visa, Master Card, American Express and Discover.