

General Terms and Conditions

Effective May 21, 2020.

- Applicability:** Unless expressly stated otherwise, quotations provided by the CAMEA sales department (hereinafter referred to as CSD) are subject to CAMEA's general terms and conditions. The general terms and conditions are subject to change.
- Proposal validity:** 1 month
The quotation validity and prices may be limited in case of fluctuations in the exchange rate of EUR against other currencies.
Before ordering, the quotation validity must be confirmed by CSD in written form.
- Delivery terms:** Usual goods availability FCA (Incoterms 2020) is 8 weeks from order confirmation by CSD.
For larger quantities please contact CSD for availability confirmation.
The exact date will be agreed following the detailed specification of the project.
Unless expressly stated otherwise, the delivery is FCA (Incoterms 2020) Karásek 1m, Brno, Czech Republic (GPS coordinates: N 49.249457, E 16.592573). Handling fees may be applied.
Export and other fees may also be applied (COC, certificates, letters of credit etc.).
In case of a delayed collection of the goods, storage costs may be applied. Uncollected goods will be forfeit to CAMEA after warranty expiration.
- Payment terms:** Unless agreed otherwise, the standard invoice deadline is 30 days.
In case of payment delays, CAMEA shall be entitled to claim payment of a penalty of 0.05 % of the total value for each commenced day by which the payment is delayed.
- Installation:** The installation is the customer's responsibility and must be in accordance with valid norms, manufacturer's recommendations, international standards (for example COST323 etc.) and conditions determined by CAMEA. Before calibration, metrological verification and handover, the CAMEA system must successfully pass the trial period. As part of the trial period, correct operation of the system must be checked and confirmed.
- Warranty:** The warranty period is 12 months from the shipping date unless different warranty terms are specified by an agreement.
The warranty is provided only for products installed under authorized supervision by CAMEA directly or by authorized partners.
The warranty does not cover defects or malfunction caused by misuse, abuse or improper maintenance, failure to follow operating instructions, or use with equipment with which it is not intended to be used. Also, the warranty will not apply to damage caused by unauthorized alteration, modification or repair of the product. The warranty excludes any responsibility by CAMEA for incidental or consequential damages arising from the use of the equipment or products, or for any inability to use them either separate from or in combination with any other equipment or products.
- System updates:** CAMEA systems are continuously being improved. An update plan is available for a regular fee. Without the update plan, the price of the whole period must be paid before an update.
- Maintenance:** To ensure proper system performance, it is necessary to carry out regular maintenance, which includes basic maintenance (cleaning, prophylaxis, etc.) and three levels of service. The first level (troubleshooting) must be carried out by the body that is certified by the system manufacturer (standard training, practice). The second level (calibration, adjustment, repairs, etc.) must be carried out by an authorized body (advanced training, spare parts, practice) of the system manufacturer. A third level of service, including necessary patches, regular upgrades- and remote diagnostics, is provided by the system manufacturer for a fee. Failing to comply with the prescribed maintenance, the manufacturer does not guarantee the correct operation of the system and assumes no warranties.
- Other:** Remote access must be provided for remote support.
- Operating systems:** The operating systems are provided in English.
Other languages are possible but prices and delivery terms may vary.