

# Terms and Conditions

## Terms of Service:

Electronic Interconnect (EI) Technology reserves the right to subcontract any product or process in order to meet delivery, design, and/or capacity requirements. Orders received without product requirements or part drawings are subject to Electronic Interconnect (EI) Technology's standard shop tolerances by default. Pricing is estimated based on known flow down requirements received with RFQ. When large raw material purchases are required to fulfill an order, a percentage of the sales order may be required in advance to secure the order.

**Limited Liability:** Electronic Interconnect (EI) Technology is responsible for the value of the service it provides and not the value of the part/panel. In the event a part is incorrectly processed and/or damaged, Electronic Interconnect (EI) Technology will credit only the value of the laser service performed. To help reduce loss of product during process development and setup, it is recommended that some setup parts/panels be included in the order. If return shipments require insurance, please specify on purchase order or shipping documents. If same day turn is required, product must be received via FedEx First Overnight (8:30am).

**Export Policy:** As an ITAR registered subcontractor, Electronic Interconnect (EI) Technology has implemented an export control policy and export compliance program to ensure full compliance with all export control regulations administered by the U.S. Department of Commerce, the U.S. Department of State, and other U.S. regulatory agencies. If a request for quote (RFQ) or purchase order is for an ITAR controlled commodity or data set, a completed End User Certificate is required. End User Certificate form and instructions are available upon request.

### *Refund Policy:*

### *Shipping:*

Electronic Interconnect offers a variety of shipping options so your order arrives when you need it. Shipping and handling charges may depend on the destination, weight, size, and the value of your order. During the placement of your order, shipping costs and delivery times are provided will help you identify the shipping option that is right for you.

Please note that we process orders very quickly. Once an order is placed, we may be unable to modify your shipping method. We apologize for any

inconvenience, and we hope that our faster processing times work to your advantage.

### Returns:

We are happy to accept returns provided the materials are not pre-cut, special ordered, damaged, or outside return period. We do not accept exchanges at this time. You may return your purchase within 21 days of your original order. Items being returned must be in their original condition. Customers are responsible for all return shipping charges.

Include the Electronic Interconnect Copy in your package to help us process your return. please allow 5-7 business days for a credit to appear on your account. Original shipping costs are non-refundable.

For local customers, items purchased from Electronic Interconnect (EI) may be returned to EI's manufacturing facility in Elk grove Village. Simply bring your items into one our location and our customer service team will process your return. Please visit our Contacts page for directions to our location.

Follow these steps using the FedEx/UPS Ground Shipping Document:

- Fill out the Electronic Interconnect (EI) Technology Return Copy included with your packing slip.
- Circle the item(s) you are returning and enter a reason code (see below) in the column on the left.
- Include the Return Copy in your return package so we can process the return.
- Attach the carrier's Return Shipping Label to your package.

We suggest shipping the package with a carrier that can provide tracking and insurance, as Electronic Interconnect is unable to provide credit for packages lost during shipment if proof of delivery is unavailable.

**Note:** The Return Address Label is not pre-paid.

Return Codes(Please select applicable code)

1. Changed mind
2. Not as pictured
3. Ordered wrong size
4. Not as described
5. Quality does not equal price
6. Shipping damage
7. Wrong item shipped

8. Defective
9. Arrived too late
10. Other \_\_\_\_\_
11. Other \_\_\_\_\_
12. Other \_\_\_\_\_

If you do not have the original packing slip, please include a note inside the return package with the following information: reason for returning item(s), order number, purchaser's name, address, and telephone number. Your order number can be found in your confirmation/shipment email.

To find the UPS location nearest to you, please go to:  
[www.ups.com/dropoff](http://www.ups.com/dropoff)

To find the FedEx location nearest to you, please go to: [fedex.com/local](http://fedex.com/local)

Still have questions about [eiconnect.com](http://eiconnect.com) returns? Email:  
[sales@eiconnect.com](mailto:sales@eiconnect.com)

Mail Returns to:  
*Electronic Interconnect.*  
2700 Touhy Ave  
Elk Grove Village, IL 60007  
[www.eiconnect.com](http://www.eiconnect.com)  
*Privacy Policy:*

We endeavor to protect your personal privacy. We provide this privacy statement to help you to understand what we may do with any personal information that we obtain from you. By providing your personal details to us, you signify your acceptance of our Privacy Statement. If you do not agree to this statement, please do not provide your personal details to us. This privacy statement is incorporated into, and part of, the Terms and Conditions, which govern your use of the site in general. We will use your information for the purposes set out below. You will have an opportunity to unsubscribe whenever we communicate with you.

If you have questions or concerns regarding this statement, you should email [feedback@micronlaser.com](mailto:feedback@micronlaser.com). Date last revised: March 2017.

### **What is Personal Information?**

Personal information is information about an identifiable individual, as defined by applicable law. It does not include aggregated information that does not allow you to be identified, nor does it include business contact information such as your name, title, business address and phone number.

## Collecting Personal Information

We will only collect personal information that you choose to provide. Where possible, we will enable you to select how we will use this information (for example, by choosing to opt-in or opt-out of receiving special promotional offers from micronlaser.com).

You may choose to provide us with personal information if, for example, you: contact us with an enquiry; register on the site, fill out a survey or other form with your personal information included; request us to provide you with information; enter a competition; post information to public areas of the site or take advantage of a promotion. You have the opportunity to decide whether or not to receive communications from us at any point where we request information about you. By providing any personal information to us, you fully understand and clearly consent to the transfer of such personal information to, and the collection and processing of such information in, other countries or territories. Any such transfer and processing by us will be in accordance with this privacy statement.

## Use of Cookies

In common with many websites, we use 'cookies' to help us gather the following information from visitors to our site.

A cookie is a small data file that our server sends to your browser when you visit the site. The use of cookies helps us to assist your use of certain aspects of the site. You can delete cookies at any time or you can set your browser to reject or disable cookies. If you do disable cookies some functions on the site may not work correctly. We may use information from cookies for the following purposes:

**Traffic monitoring, e.g.:** the IP address from which you access the site, the type of browser and operating system used to access the site, the date and time of your access to the site, the pages you visit, the Internet address of the website from which you accessed the site, and to recognize repeat visitors for statistical / analytical purposes.

Anonymous tracking of interaction with online advertising, e.g. to monitor the number of times that a banner ad is displayed and the number of times it is clicked.

We may connect the information that we collect through cookies with other personally identifiable information that you provide to us. Such purposes are:

To customize or personalize your experience of the site; for example, so that we can greet you on the site by name.

For transactional purposes, such as credit card sales.

To monitor your use of our website(s) in order to make our communications to you as relevant as possible; for example, by sending you email communications relevant to the parts of the site that you visit most often or by letting you know about features of the site that you have not accessed previously.

We may compile and report to third parties (such as advertisers) aggregate statistics about our users in terms of numbers, traffic patterns and related site information.

## **Use of Information**

We will use information collected from you in the following ways:

**Marketing Communications:** We may use your personal information in order to communicate with you about micronlaser.com's products and services and those of our subsidiaries, affiliates, and parent companies and any of their related businesses. However, you will be able to choose whether or not to receive such communications when you first provide personal information to us. You will also have an opportunity to unsubscribe whenever we communicate with you. You may also unsubscribe from such communications at any time (see "Unsubscribe, access, questions and further information" below).

**Marketing Analysis:** We may use information for internal marketing analysis, for example, to assess trends amongst our consumers or to measure the amount of traffic to our websites. We may also share non-personal information with others, such as advertisers, in aggregate anonymous form, which means that the information will not contain any personally identifiable information about you. We will only share identifiable personal information with third parties for marketing analysis with your consent.

**Transactional Purposes:** We may use your personal information in order to respond to your queries and requests and to manage transactions such as credit card payments for any goods that you order from us or any of our agents, or for the fulfillment of such transactions (e.g. delivery). The personal information you provide may be used by an authorized vendor to fulfill that order.

**Third Party Offers:** We may arrange for carefully selected organizations to send you marketing and promotional information that may be of interest to you. In such circumstances your personal information may be disclosed to these organizations that will agree to be bound by confidentiality obligations and restrictions on use consistent with this

privacy statement. We will obtain your permission before we send you any such communications.

**Public (or Interactive) Areas of the Site:**Information that you post on or through the public areas of the site (e.g., chat rooms, bulletin boards and discussion groups) are generally accessible to, and may be collected and used by, others and may result in unsolicited messages or other contact from others. Users of the site are encouraged to exercise caution when providing personal information about themselves in public (or interactive) areas of this site.

**Sale and Transfer:**In the event of a sale, merger, consolidation, change in control, transfer of substantial assets, reorganization or liquidation, we may transfer, sell, or assign to third parties information concerning your relationship with us, including without limitation, personally identifiable information that you provide and other information concerning your relationship with us.

**Administration and Data Management:**We may transfer your personal information to third parties under confidentiality obligations when the performance of any service in relation to the activities above is sub-contracted (e.g. the administration of a marketing campaign).

**Legal purposes:**We collect, use or disclose your personal information if permitted by law or required to do so by law or where we believe such action is necessary in order to protect or defend us or other third parties against error, negligence, breach of contract, theft fraud and other illegal or harmful activity, to comply with our audit and security requirements, and to audit compliance with or corporate policies, procedures, legal and contractual obligations.

### Disclosure of Personal Information

our service providers and subcontractors, including our affiliates, retained to perform functions on our behalf or to provide services to us, such as warehousing and delivery; marketing and advertising; data processing; software development; website hosting and management; information technology and office services; legal, accounting, audit and other professional service providers; and further provided such service provider does not collect, use or disclose the personal information for any purpose other than to perform such functions or to provide services to us or as otherwise required by law; a person or entity, including our affiliates, to whom disclosure is required in order to fulfill one or more of the purposes described above under "Purposes for Collecting Information";

a person who, in our reasonable judgment, is providing or seeking the information as the authorized or appointed legal agent of the subject individual; or any third party with your consent or where disclosure is

required or permitted by law. Your acceptance of the Terms and Conditions of use of this site, which include this Privacy Statement, constitute the granting of consent to the use and disclosure of your personal information for the purposes set out above.

## **Security**

We take security seriously and we take precautions to keep your personal information secure. We have put in place appropriate physical, electronic and managerial procedures to safeguard the information we collect. However, due to the open communication nature of the Internet, we cannot guarantee that communications between you and us, or information stored on our servers, will be free from unauthorized access by third parties.

In addition to disclosures identified in the purposes above, from time to time we may disclose personal information to:

## **Unsubscribe, Access, Questions and Other Information**

At your request, where the law requires us to do so, we will confirm what personal information we hold about you, update your information, remove your information and/or correct any inaccuracies in such personal information.

If you have created an online account, please log in and update your information. If you do not have access to an account please contact us at [sales@micronlaser.com](mailto:sales@micronlaser.com).

## **Links**

Micronlaser.com may contain links or references to other Web sites outside of our control. Please be aware that we have no control over these sites and our privacy statement does not apply to these sites. We encourage you to read the privacy statements and terms and conditions of linked or referenced sites you enter.