



## TERMS & CONDITIONS FOR WEBSITE ORDERS



1. All orders are subject to final review before acceptance by **APPLIED IMAGE, Inc.**
2. The anticipated delivery schedule will be noted on your order confirmation. In the event a standard item is out of stock, the lead-time is normally one to two (2) weeks.
3. Close-out items are available in limited quantities. Once inventory is depleted on Close-out items, the item will be available as a custom manufactured component which then will be subject to Applied Image Custom Manufacturing pricing and/or Set-up charges.  
Please call to find out availability on Close-out items before ordering or to find out the Custom Manufacturing pricing and Set-up charges.
4. Cancellation of any confirmed order is subject to a Cancellation Fee.
5. Should item(s) received not conform to **APPLIED IMAGE** specifications, they may be returned for exchange. Contact **APPLIED IMAGE** within ten (10) business days for proper return procedure.  
The replacement item(s) will be shipped at no additional charge once non-conformance of the original shipment has been established.
6. In the event your merchandise is received damaged due to shipment, please contact **APPLIED IMAGE** within five (5) business days after receiving the shipment. **APPLIED** will instruct you on the correct procedure to return the damaged merchandise for replacement.  
The item(s) must be returned to **APPLIED IMAGE**. Once received and inspected for shipping damage, **APPLIED** will send new replacement item(s) at no charge.
7. If you are not satisfied with your purchase for reasons not covered under Sections No. 4 or 5 state above, the item(s) may be returned for credit towards another purchase. Item(s) must be returned within ten (10) business days to **APPLIED IMAGE** in the original packaging and be re-inspected for re-stocking acceptance. A Restocking Charge of twenty-five percent (25%) will be deducted from the credit balance.  
No refund or credit will be given for the shipping and handling fees related to the original purchase.
8. Quoted price excludes any local or state taxes within the U.S.A.
9. **APPLIED IMAGE** is required to collect all New York state sale taxes for orders being shipped within New York state. If the merchandise being ordered has tax-exempted status, please provide your tax-exempt number.  
In U.S. states, territories and possessions outside New York state, it is the responsibility of the purchaser to file and pay all sales taxes to their appropriate government tax agency where applicable.
10. Quoted price excludes any and all export / import taxes and / or local government duty charges associated with any merchandise being exported from the U.S.A. into another country.
11. Shipping: F.O.B. **APPLIED IMAGE** facility, Rochester, NY - shipping & handling charges to be added to invoice.
12. Method of shipment: at **APPLIED IMAGE** discretion. (unless specified)
13. Payment Terms: total payment for all items including the shipping & handling fees must be paid or credit arrangements approved prior to all shipments.

REV 2.0 10/07/2009



**APPLIED IMAGE, Inc.**  
**General Manufacturing Term & Condition Notes**

**APPLIED IMAGE** will use these general specifications **UNLESS** stipulated within the R.F.Q. drawing(s) and /or as noted within, or in the **APPLIED** response quotation. **APPLIED** may take exception(s) to your Request For Quotation requirements and these will be noted within the response quotation. Any future changes or variations to these specifications may effect the overall pricing and may require a revised quotation.

**GENERAL SPECIFICATIONS:** (if not specified)

- A) Materials will be chosen by **APPLIED IMAGE** (if not specified).  
Standard for glass: Sodaslime  
Standard for photo paper: Ilford "Pearl"
- B) No special coating(s) will be applied to either minimize or enhance reflection or transmission (if not specified)
- C) All density, transmission & reflection, specifications are in the 500 to 600nm wavelength range at zero angle of incidence (if not specified)
- D) Defects: 1) Line breaks smaller than 50% of a bar width are acceptable  
2) Spot between bars, smaller than 50% of a space width are acceptable  
3) Edge defects on a bar less than 1/4 bar length and less than 25% of bar width are acceptable
- E) Angular Dimensions of Images +/- 2 degrees
- F) All other defects per MIL-PRF-13830
- G) Spots/Voids: 40µ (.040mm)(.0016") diameter max

**GLASS & CERAMICS IMAGING CRITICAL DIMENSIONS** (if not specified)

Dimension	Tolerance	Dimension	Tolerance	Dimension	Tolerance
2 - 3 µ	+/- 0.5 µ	11 - 25 µ	+/- 2.0 µ	100 - 1 mm	+/- 5 µ
4 - 10 µ	+/- 1.0 µ	26 - 100 µ	+/- 3.0 µ	1 mm+	+/- 1/2 %

**GLASS & CERAMICS FINISHING SPECIFICATIONS** (if not specified)

**Round Centering / TIR:** 0.025" max (0.625mm)      **Scratch / Dig:** 60 / 40  
**Edge Chips:** 0.025" max (0.625mm)  
**Finish Parts Trim To:** +/- 0.1" (2.5mm)

- a) **DENSITY** (darkness) of image(s) will be at least 2.0 (99% light blockage / transmission 1%) of the image density in the visible range. Surface reflection(s) may be up to 70% reflective (visible).
- b) **EDGES** will be either saw cut, scribe & break or cored round (as applicable). Some chipping up to 0.5 mm may result on edges, and will not be corrected unless otherwise specified.

**EMULSION REFLECTIVE PAPER SPECIFICATIONS** (if not specified)

Image (CD)	Tolerance	Image (CD)	Tolerance	Reflect. Density	Tolerance
25 µ - 100 µ	+/- 10 µ	101 µ - 1 mm	+/- 20 µ	0.06 – 0.4 D	+/- 0.05 D
		1 mm+	+/- 1 %	0.41 – 1.2 D	+/- 0.10 D
		<b>Spots/Voids:</b>	40µ (.040mm) diameter max	1.21 D+	+/- 0.20 D

**EMULSION FILM SPECIFICATIONS** (if not specified)

Image (CD)	Tolerance	Image (CD)	Tolerance	Minimum "D-max" Transmission
10 - 25 µ	+/- 2.5 µ	101 µ - 1 mm	+/- 7.5 µ	Density = 2.0
26 - 100 µ	+/- 5.0 µ	1 mm+	+/- 1 %	

**Film & Reflective Paper Trimming:** Tolerance Specification(s) +/- 0.10 inch (2.50mm)

All Specifications listed above will only apply if no other specifications are stipulated within the R.F.Q., Drawing(s) and/or noted within the **APPLIED IMAGE** quotation.



**APPLIED IMAGE Inc.**  
**Terms & Condition of Sale**

1. Any changes from the quotation to your purchase order in quantity, tolerances, manufacturing specifications, substrate materials, coatings, delivery schedule, or any other factors or understanding may effect the quoted pricing and will not be accepted under the quotation.
2. All orders are subject to final review before acceptance by **APPLIED IMAGE**.
3. It is recommended that a "clean" updated engineering drawing be provided with the purchase order to avoid possible delays due to misinformation, incorrect specifications or missing data.
4. Cancellation of Confirmed Orders are subject to Cancellation Fees - the base of which will be the level of completion, related costs and restocking charges.
5. Due to the nature of custom component manufacturing, **APPLIED IMAGE** reserves the right to ship and bill, at the prevailing rate for up to 10% overage on all custom components.
6. Re-Stocking fee applied to all returned custom and standard goods. No refund or credit will be given for shipping and handling fees or charges.
9. Method of shipment:: at **APPLIED IMAGE** discretion. (unless specified)
8. Shipping: F.O.B. **APPLIED IMAGE** facility, Rochester NY - shipping & handling charges to be added to invoice. To avoid the shipping & handling charges, you may provide Applied Image with your valid UPS, FedEx or DHL account number to be used for the shipment.
7. Quoted price excludes any export/import taxes and/or local government duty charges associated with any product being exported from the U.S.A. into another country.
10. Terms: Domestic Orders - Net 30 days, upon approval; 2% per month Late Fee charged thereafter  
International Orders - Prepayment including all shipping & handling fees prior to shipment
11. Payment can be made via bank credit card, wire transfer or certified check (in U.S. funds) directly to Applied Image. (see below for payment options) A Proforma Invoice can be issued upon request for the prepayment once a purchase order is submitted to Applied Image.
12. Payment Options
  - 1) Credit Card - Applied Image accepts Visa, MasterCard, and American Express credit cards. Please provide the credit card type; the name, as it appears on the card; the credit card number; the expiration date; the security code; and the credit card billing address.
  - 2) Bank Wire Transfer - an additional \$35.00 transfer fee must be included with the wire transfer. The bank transfer information will be noted on the Proforma Invoice.
  - 3) Certified Check - if you wish to pay by check, it must be drawn on a U.S. bank, issued as a certified check, in U.S. funds and for the exact total amount of the order (including all fees & charges).
13. All products sold by Applied Image are manufactured in the U.S. (origins).
14. Quote valid for 60 days.