

ISEE

ISEE IGEP Platform Sales Conditions



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VERSION CONTROL

REVISIÓN	DATE	ORIGIN	DESCRIPTION
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1.00	18/12/08	MKT	Release version
1.02	01/06/09	MKT	Cost board and discount updates (1/July/09)
1.03	01/10/09	MKT	Update Conditions (Warranty period)
1.04	14/10/09	MKT	Update Shipping Cost Q3

ISEE - MKT

1 COPYRIGHT NOTICE

This document is copyrighted, 2009, by ISEE 2007 SL. All rights are reserved. ISEE reserves the right to make improvements to the products described in this manual at any time without notice. No part of this manual may be reproduced, copied, translated or transmitted in any form or by any means without the prior written permission of the original manufacturer. Information provided in this manual is intended to be accurate and reliable. However, the original manufacturer assumes no responsibility for its use, nor for any infringements upon the rights of third parties which may result from its use.

2 WARRANTY

Should this evaluation board/kit not meet the specifications indicated in the User's Guide, the board/kit may be returned within 30 days from the date of delivery for a full refund.

THE FOREGOING WARRANTY IS THE EXCLUSIVE WARRANTY MADE BY SELLER TO BUYER AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

The user assumes all responsibility and liability for proper and safe handling of the goods. Further, the user indemnifies ISEE 2007 SL from all claims arising from the handling or use of the goods. Due to the open construction of the product, it is the user's responsibility to take any and all appropriate precautions with regard to electrostatic discharge.

EXCEPT TO THE EXTENT OF THE INDEMNITY SET FORTH ABOVE, NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

ISEE 2007 SL currently deals with a variety of customers for products, and therefore our arrangement with the user is not exclusive. ISEE assumes no liability for applications assistance, customer product design, software performance, or infringement of patents or services described herein.

Please read specifically, the Warnings and Restrictions notice in this manual prior to handling the product. This notice contains important safety information about temperatures and voltages. For additional information on IGEP boards

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environmental and/or safety programs, please contact with ISEE (support@iseebcn.com).

No license is granted under any patent right or other intellectual property right of ISEE 2007 SL covering or relating to any machine, process, or combination in which such ISEE 2007 SL products or services might be or are used.

WARRANTY: IGEP boards are warranted against defects in materials and workmanship for a period of 1 year from purchase. This warranty does not cover any problems occurring as a result of improper use, modifications, exposure to water, excessive voltages, abuse, or accidents. All boards will be returned via standard mail if an issue is found. If no issue is found or express return is needed, the customer will pay all shipping costs.

3 GENERAL SALES CONDITIONS

This is the general sales conditions that we apply to IGEP platform boards from 1 July 2009.

3.1 RETAIL ORDER

An order less than 100 IGEP Boards will be considered as a retail order.

3.2 DISCOUNTS

Discounts for ISEE products will be only obtained for quantities bigger than 100 boards.

3.3 ORDERS AND QUOTES

The retail orders should be done online at www.igep-platform.com.

Quotes for more than 100 boards should be request to sales@iseebcn.com.

3.4 PAYMENT OPTIONS AND PURCHASE

- Each retail order should be done online at www.igep-platform.com. Using VISA or MasterCard.
- Purchase Orders will be accepted sending the form to sales@iseebcn.com. Purchase orders only could be paid using wire transfer.

Order Form: [ISEE ORDER FORM.doc](#)

Ship Cost: [ISEE SHIP COST 2Q2009.pdf](#)

3.5 SHIPMENT DELIVERY TIME

As soon as the retail order is accepted by ISEE and the payment is confirmed, the shipment will be done in a period of up to 15 working days.

3.6 HOW TO CANCEL AN ORDER

Customers will be able to cancel/reject the order, provided that the board has not been sent. In that case, payment will be returned.

As soon as the board will be shipped, customers will receive an email alert.

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3.7 TAX OUTSIDE EU - IMPORTANT NOTE

Please be aware that for shipments out of EU, importation duties and taxes can result in additional charges. Please check with your country importation requirements and costs before ordering, as you will be responsible for these charges separately from your order at ISEE.

3.8 RETAIL – 1 TO 99 BOARDS

ISEE only apply discount when the number of boards it's over 100 units.

IGEPv2 Cost is IGEP0020-Rnx: **149** (EURO).

Please check in our online shop the updated cost: www.igep-platform.com/shop

All software and microSD images can be download from our support website:
www.myigep.com

Note: We don't apply education discounts.

3.9 SHIPMENT COST:

ISEE only send the boards using **express courier services**

We don't send any board using postal services.

Cost: MAX 0.5 KG x Box.

Please for check availability and cost visit our website at www.igep-platform.com/shop

4 IGEP RMA

PLEASE READ THIS DOCUMENT CAREFULLY! IT CONTAINS VERY IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU. THIS DOCUMENT CONTAINS A DISPUTE RESOLUTION CLAUSE.

4.1 WARRANTY COVERAGE

ISEE products have **1 year** limited warranty from date of purchase.

4.2 OBTAINING AN RMA

To send products to ISEE, for warranty coverage, you must:

1. Verify that the board(s) is faulty by defining the problem and presenting that information on the [ISEE forum](#) or [ISEE Bug tracking system](#).
2. If the problem does not get resolved via the mailing list, or directly with ISEE, then obtain a Return Merchandise Authorization (RMA) number from ISEE by contacting sales@iseebcn.com within 1 year of the original date of product delivery to your location.
3. Follow the "How to Return Your Products" information below.

4.3 A REPLACEMENT PRODUCT

A replacement product will be sent by ISEE to the customer, upon inspection of the returned product(s) if the terms of the warranty coverage are met.

4.4 RETURN POLICY: RETURNING FOR A REFUND

In order to obtain a refund, a Customer must:

1. Ensure that the ISEE hardware and accessories are unopened and still in their sealed package(s).
2. Contact sales@iseebcn.com within thirty (30) days from the original date of delivery to obtain a Return Merchandise Authorization (RMA) number.
3. Once an RMA has been granted by ISEE, send the products being returned to:

ISEE 2007 SL
Crta. de Martorell 95 L7
Terrassa - BCN - SPAIN E08224

4. Back up and remove all important, confidential, proprietary or personal information you have saved on the device. ISEE is not responsible for any lost or corrupted data; or damaged or lost removable media.
5. Write the RMA number on the **OUTSIDE OF THE PACKAGE** when shipping to ISEE. - this notation helps your package to be identified in the ISEE warehouse.
6. Ship the product(s) within five (5) days of the date that ISEE issues the RMA.

Upon receipt of product(s) returned to ISEE. Under the terms and conditions of this Return Policy, ISEE will:

- Issue a check in the amount of the purchase price paid less the original shipping and handling charges, applicable restocking fees and any partial return fees, as defined below.

Restocking Fees: Unless the product is defective or the return is a direct result of an ISEE error, a restocking fee of 15% will be charged.

Partial Return Fees: At the discretion of ISEE, refunds for partial returns may be less than the individual component prices paid due to bundled or promotional pricing and any unadvertised discounts or concessions.

The refund check will be sent by mail to the billing address of the original purchaser of the product.

4.5 HOW TO RETURN YOUR PRODUCT

Sending products with an RMA:

1. An RMA number is required for Warranty Coverage, Product Returns, as defined above.
2. RMA products must be shipped in their original packaging, including the non-static, safe bags.
3. Please write the RMA number on the outside of your package before sending the package to ISEE.

4.6 SHIPPING INFORMATION

All RMAs, Product Returns must be sent to ISEE as follows:

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Terrassa - BCN - SPAIN E08224

1. Back up and remove all important, confidential, proprietary or personal information. ISEE is not responsible for any lost or corrupted data; or damaged or lost removable media.

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2. Write the RMA number on the **OUTSIDE OF THE PACKAGE** when shipping to ISEE. - This notation helps your package to be identified in the ISEE warehouse.
3. Ship the product(s) within five (5) days of the date that ISEE issues the RMA.

4.7 RMA PRODUCT REPLACEMENT AND BACK ORDERS

Product replacement for ISEE products returned under an RMA is subject to product availability.

4.8 NOTICE FOR CUSTOMERS SHIPPING PRODUCTS FROM OUTSIDE EUROPEAN UNION.

Customers outside the European Union must clearly state that the goods they are returning to ISEE manufacturer for warranty coverage or just return, are not being exported or imported but are only IN TRANSIT.

The IN TRANSIT declaration is required in order to avoid import duties when the products enter the European Union.

ISEE will not accept any deliveries without proper declarations, in that case, they will be returned to the shipper.