

Exchange for Refurbishment Plan

This Exchange for Refurbishment Plan (a “**Service Plan**”) sets out an overview of the services you can expect to receive from Oxford Instruments (“**OI**”):

Summary

- Exchange of your current OI good for a refurbished OI good¹.
- Refurbished good will be of latest specification for the model specified.

¹Upgraded to the latest specification where technically possible.

¹ Refurbished goods are reserved for 15 business days from the date of issuance of the Quotation. After this period refurbished goods are based on availability.

For the purposes of this Service Plan, “Business Day” means a day other than a Saturday, Sunday or public holiday in UK.

This Service Plan should be read in conjunction with Andor’s Standard Terms and Conditions of Quotation and Sale for Goods and Services (“**Terms**”), accessed via: [Terms and Conditions - Oxford Instruments](#)

Ownership

When you return your current good to OI ownership of that good transfers to OI upon delivery of the refurbished good to you.

Ownership of your refurbished good passes to you in accordance with Section 4 of the Terms.

Warranty

Your refurbished good is covered by the warranty described in Section 7 of the Terms.

OI Responsibilities

OI shall:

- provide access to the helpdesk: <https://andor.oxinst.com/support/>;
- assign a unique reference number from its case tracking system when you raise a support request; and
- cover freight cost and risk for delivering the refurbished OI good to your site using a carrier chosen by OI.

Note: Delivery is under DAP Incoterms 2020, so you are responsible for all import duties and taxes. OI does not guarantee delivery times.

Purchaser Responsibilities

You shall:

- cover the cost and risk of returning your original good to OI (including duties, taxes, and other charges);
- install your refurbished good at your site;
- use the assigned case number and include completed Andor forms when returning goods;
- ensure your original good is free from contamination and complete the [Decontamination Form - Andor - Oxford Instruments](#) prior to returning any goods; and
- adhere to packing instructions provided by OI (including anti- static precautions) when returning the original good.

Exclusions

If, in the judgment of OI, any returned goods have been damaged by direct beam energy to the sensor, misuse, accident, unauthorised alterations or repairs, failure to maintain proper physical or operating environment or improper maintenance, OI shall have no obligation to perform this Service Plan and OI will contact you to offer you one of the three alternatives:

- scrapping the returned goods at your expense;
- returning the goods to you at your expense; or
- repairing the goods at your expense (subject to another quotation for this Service.)

Performance Management

If you have a concern or complaint about this Service Plan:

- Submit a support request at [Support - Andor - Oxford Instruments](#) and OI will review and resolve substantive complaints.