

## Fixed Price Repair Plan

This Fixed Price Repair Plan (a “**Service Plan**”) sets out an overview of the services you can expect to receive under this Service Plan from Oxford Instruments (“**OI**”).

### Summary

- Repair of your OI goods at a fixed price as set forth in the Quotation;
- Upgrade of your OI goods to the latest specifications\*;
- Faster repair times;
- Repaired goods covered by the Andor Standard Warranty Period.

\*Upgraded to the latest specification where technically possible.

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](#)

The availability of this Service Plan is subject to Andor’s End of Life and Manufacturer Discontinued policies:  
<https://andor.oxinst.com/support/obsolescence-policy>.

### OI Responsibilities

OI shall:

- provide access to the Andor 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 repaired goods 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.

### Purchaser Responsibilities

You shall:

- cover the cost and risk of returning your goods to Andor (including duties, taxes, and other charges);
- installing your goods at your site;
- using the assigned case number and include completed forms when returning goods;

- ensuring your goods are free from contamination and complete the [Decontamination Form - Andor - Oxford Instruments](#) prior to returning any goods; and
- adhering to packing instructions provided by OI (including anti- static precautions) when returning the goods for repair.

### Exclusions

The following is expressly excluded from this Service Plan:

- sensor damage from direct beam energy
- on-site repair or re-installation;
- third party products not manufactured by OI; and
- items considered as consumables including but not limited to the following items: cables, fibre optics, and filters.

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 performance of this Service Plan:

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