

Trade-In Plan

This Trade-In Plan (a "**Service Plan**") sets out an overview of the services you can expect to receive from Oxford Instruments ("**OI**");

Summary

- Trade-In of your current OI product for credit toward the purchase of a new OI product

This Trade-In Plan should be read in conjunction with Andor Technology's Standard Terms and Conditions of Quotation and Sale for Goods and Services ("**Terms**"), accessed via: [Terms and Conditions - Oxford Instruments](#)

Return Obligations and Ownership

When you return your original OI good to OI (or its regional office), ownership of this good transfers to OI upon despatch of the new good to you.

If you do not return the original OI good, OI reserves the right to charge you an amount equal to the credit applied on your Quotation for the new OI good or OI reserves the right to withhold supplying the new OI good to you.

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

Warranty

Your new OI good shall be covered by the warranty described in Section 7 of the Terms.

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 new 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 new OI good at your site;
- use the assigned case number and include completed forms when returning your original good;
- ensure your original OI good is free from contamination and complete the [Decontamination Form - Andor - Oxford Instruments](#) prior to returning it; and
- adhere to packing instructions provided by OI (including anti-static precautions) when returning the original camera.

Exclusions

If, in the judgment of OI, any returned good 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 reserves the right to charge you an amount equal to the credit applied to your Quotation for the new OI good.

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.