



Order Processing Information for All Sales Rental Program

1 JAN 2010

ORDER PROCESSING INFORMATION

- STOCK orders are usually shipped within 5 days of receipt of order.
- A SALES ORDER ACKNOWLEDGMENT is sent to confirm price, payment terms, and delivery for all NON-STOCK orders.
- OPEN ACCOUNT terms are available by application to ZYGO Industries, Inc. after a justifiable order rate has been established.
- Orders issued in lieu of OPEN ACCOUNT must be prepaid (Check, Money Order, or VISA/MasterCard/Discover Card), including shipping/handling charges, or shipped C.O.D.
- Formal, written quotations are available on request.
- ZYGO Industries, Inc. will charge and collect State Sales Tax when appropriate.
- ZYGO Industries, Inc. **can** process requests from Medicaid/Medicare (or their subsidiary claimants or other like agencies) in some States. Please inquire.
- INTERNATIONAL orders are processed on a PREPAID basis only, FREIGHT COLLECT.



SHIPPING POLICIES

- All shipments will be shipped F.O.B. Portland, Oregon.
- All drop shipments will be made FREIGHT PREPAID unless otherwise indicated and billed on merchandise Invoice.
- Unless otherwise specified, ZYGO Industries, Inc. ships via Federal Express or a suitable equivalent to minimize loss and the potential damage to electronic equipment commonly caused by slower shipping methods/carriers where multiple transfers and increased handling may occur.
- When requested, and if available, orders requiring SAME DAY Shipping will incur a RUSH FEE of \$75.00 in addition to shipping charges.
- ZYGO Industries, Inc. will not be responsible for combining shipments received on separate Purchase Orders. A reasonable effort will be made, however, to combine shipments to reduce transportation costs.
- ZYGO Industries, Inc. does not assume any responsibility for loss or damage in transit, and compensation for such loss must be obtained from the carrier. Merchandise must be inspected AT THE TIME OF DELIVERY, a BAD ORDER RECEIPT obtained from the delivery driver, and a claim made to the carrier.

ZYGO For RENT

ZYGO Industries, Inc. recognizes that, for various reasons, many professionals and potential users occasionally require a communication device on a short-term basis. ZYGO has developed a flexible rental program designed to meet the short-term needs of its customers:

- **Unlimited Rental Period:** ZYGO's products are available for rental on a weekly basis with a minimum rental period of two weeks. At the end of the initial rental period an extension can be requested. Billing for the extended period will be done at that time. There are no limits to the number of extensions that may be requested, (subject to benefit provisions of any third party payor, if applicable).
- **Unlimited Technical Support:** There is no charge for technical support and no restrictions on the number of calls allowed. Even the call is free when using our toll free Customer Service number (800) 234-6006.
- **Purchase Option:** ZYGO will apply up to eight weeks rental payments towards the purchase of any ZYGO product. This rental program allows consumers to familiarize themselves with the features and functions of one or more devices before making a decision to purchase.
- **Funding Support:** ZYGO has a dedicated funding department to assist in obtaining funding and explaining the funding process. ZYGO will process medical insurance claims on behalf of the customer and credit the customer's account for payments received from any third party payor.
- **Six payment options:** VISA, MasterCard, Discover Card, Personal Check, Money Order, or Purchase Order

Ordering Instructions

1. Complete the "Rental" boxes at the top of the form with the product(s) and accessories to be rented. Include price, tax, freight and totals.
2. Complete the "DATE THAT PRODUCT IS NEEDED" section. Because of the limited availability of some products, *it is imperative* that this information is provided.
3. Select a Method of Payment. Payment must accompany the Rental Agreement/Order Form.
4. Complete the "Bill To" and "Ship To" boxes. If they are the same, write "Same" in the "Ship To" box.
5. Sign the Rental Agreement/Order Form and send it to ZYGO by FAX or mail (details are at the bottom of the page).
6. **Failure to follow these instructions may result in order processing delays.**

Return Shipping Instructions

1. **Save the box and enclosed paperwork!!** You'll need them to return the product(s) to ZYGO.
2. Don't forget to return all "no charge" accessories. Use the enclosed paperwork as your checklist. The customer may be charged the purchase price for any items not returned.
3. Return shipping costs are the customer's responsibility.
4. The customer is responsible for the safekeeping of the product(s) until it reaches ZYGO's dock. Therefore, for your protection and ours, we require return shipment via a shipping service that provides insurance and traceability, such as FedEx or UPS.
5. Return shipping labels are available from the shipping service.

PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.