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# Terms & Conditions

## **Pricing and Payment Terms**

CYP450-GP prices are given in U.S. Dollars (\$), with payment terms in U.S. funds only, drawn on a U.S. Bank, VISA or Mastercard, Net 30 days from receipt of the invoice. Prices are subject to change without notice, and all orders are subject to final acceptance by CYP450-GP at pricing that is current when the order is placed. Large/bulk orders may be placed at a substantial savings dependent upon the quantity and frequency of purchase, or according to an agreement previously established between the person, firm, company or institution ("Buyer") and CYP450-GP. Buyers can obtain special quotations and pricing by contacting us at [sales@cyp450-gp.com](mailto:sales@cyp450-gp.com).

## **Shipping and Delivery**

CYP450-GP will normally fulfill orders on the same day as received assuming that the products are available from stock and that there are no operational impediments. Buyers will be notified if the company experiences a delay in order shipment or if a given product is backordered.

- Domestic orders for products in stock that are received Monday through Thursday before 1:00 pm PST (4:00 pm EST) will be shipped out that day for delivery on either the following day or the day thereafter (FedEx Overnight or 2<sup>nd</sup> Day shipping). Orders placed after 1:00 pm PST (4:00 pm EST) will be shipped on the next business day. International orders for in stock products received before 1:00 pm PST will be shipped out the same day while orders placed after 1:00 pm PST will be shipped on the next business day. Estimated shipping times for international orders will be given on the price quotation.
- Unless specified otherwise, all shipping and handling charges are prepaid and added to the order invoice, F.O.B. origin CYP450-GP, Vista, CA 92081. CYP450-GP ships exclusively via FedEx, which we have found to be the most efficient and cost-effective courier service. Buyers may request use of their own FedEx account or another shipping service with direct billing, in which case only handling charges will be added to the order invoice.
- In the case of incomplete, damaged or missing shipments, Buyers should notify CYP450-GP as soon as possible, preferably within the next 1-2 business days. In the case of a damaged shipment (e.g., a product shipped frozen on dry ice that arrives unfrozen or thawed), the Buyer should retain all packaging materials and shipping labels so that CYP450-GP and the Buyer can file a damage claim with FedEx or another carrier. In general, the damaged product will be replaced free of charge as long as the loss is wholly caused by the carrier.

## **Returns**

Products should not be returned to CYP450-GP without prior notification and authorization. We will not accept products that have been returned without an assigned return authorization (RA) number, which can be obtained by contacting [service@cyp450-gp.com](mailto:service@cyp450-gp.com). Products sent as a result of a CYP450-GP error may be returned for an exchange, credit or a refund. Products ordered erroneously by the Buyer may be returned for a future credit, and are subject to a 15% restocking fee per item. Return shipping costs are the responsibility of the Buyer.

## **Warranty and Limitation of Remedy**

CYP450-GP makes no warranty of any kind, expressed or implied, that extends beyond the description of the products described herein, except that these materials will meet our specifications at the time of

delivery. The Buyer's exclusive remedy and CYP450-GP's sole liability hereunder shall be limited to refund of the purchase price of, or at CYP450-GP's option, the replacement of all material that does not meet our specifications. CYP450-GP shall not be liable otherwise or for incidental or consequential damages, including, but not limited to, the costs of handling. Refunds or replacement is conditioned on Buyer giving written notice to CYP450-GP within fourteen (14) days after arrival of the product at its destination. Failure of Buyer to give said notice within said fourteen (14) days shall constitute a waiver by Buyer of all claims hereunder with respect to said product.

*CYP450-GP products are intended for **research use only**, and are not to be utilized for any other purposes including, but not limited to, unauthorized commercial purposes, in vitro diagnostic purposes, ex vivo or in vivo therapeutic purposes, investigational use in foods, drugs, devices, or cosmetics of any kind, or for consumption by or use in connection with or administration or application to humans or animals.*