



203 Malden Turnpike
Saugerties, New York 12477

Elna Magnetics Standard Terms and Conditions

Unless otherwise stated in a quotation, pricing quoted by Elna Magnetics is based on Elna's standard terms, business practices, paperwork, and packaging. It is the customer's responsibility to expressly advise an Elna Sales Representative of special requirements, which may be re-quoted accordingly.

Pricing: As a distributor that is subject to the costs set by the core manufacturers, Elna can only guarantee pricing for shipments made within 90 days from the date of the initial order confirmations. Shipments scheduled beyond 90 days may be re-acknowledged and invoiced at pricing in effect at the time of shipment.

Payment Terms: Our open account payment terms are 30 days. Open account status is dependent on Elna's review of the customer's bank and credit references. New customers requesting open account status will be asked to sign an Accounts Payable Form which acknowledges the Net 30 terms. We accept VISA or MasterCard as another option. Prepay customers must submit payment before product will be ordered, machined or shipped.

Freight Terms: All products are shipped FOB origin, (Saugerties New York), and the customer bears all freight expense.

Packaging: Elna Magnetics will use appropriate packaging to minimize the risk of damage in transit. Elna is not responsible for rough handling by carriers, and claims for damages must be submitted directly with the carrier. Packaging used is at the discretion of Elna. Requests for special packaging or labeling must be submitted, in writing on the RFQ itself, detailing the exact nature of the request. Special packaging requests not quoted at the time of the original quote may be re-quoted based on the specific requirement.

Non-cancellable/Non-returnable: All products sold are non-cancellable/non-returnable. Elna Magnetics may, at its discretion, accept a cancellation or return of a specific item, but this does not in any way negate our standard NCNR term.

Customer Quality Requirements: It is the customer's responsibility to advise Elna of quality requirements that impact a quote and/or order. Customer's submission of boilerplate T&C's or Quality Requirements does not satisfy this requirement. It is the Customer's responsibility to bring specific requirements to the attention of their Elna Customer Service Rep. Requirements for First Articles, data reports, special testing, etc., must be clearly brought to the attention of your Elna Customer Service Rep at the quoting stage. Subsequent requirements may be re-quoted based on the specific requirement.

Record Retention: Records are kept per our Record Retention Policy. Customer records include:
Customer PO's, contracts, pick slips, RMA data, and corrective actions – 3 years
Manufacturer CofC's, manufacturing instructions, and tooling drawings – 5 years
AR records – 7 years

Chips and Cracks: Unless otherwise agreed between Elna and the customer, all Ferrite cores are sold using MMFA specification for chips and cracks.

Machining Orders: Depending on the yields during our Machining processes, Elna Magnetics may ship up to 5% below your order quantity and consider your order complete. Our Customer Service team will inform you when this happens so you can adjust your PO. When ordering machined or gapped cores, please take into account possible yield loss and adjust your order levels accordingly.

Warranty: Elna warrants to customer that all goods provided by Elna shall conform to all applicable specifications.

RMA Request: Product can be returned only with the authorization of Elna Magnetics. Products will not be accepted for return or credit without a Return Authorization Number (RMA).

Damages: Elna Magnetics will not reimburse for rework performed by the customer, or for damages arising from unavoidable delays in material such as delays from the manufacturer, acts of God or other unavoidable manufacturing delays at Elna or one of our suppliers.

Limitation of Liability: Elna's total liability to customer for damages shall in no way exceed the purchase price of the particular shipment for which such damages are claimed. In no circumstance shall Elna be liable for damages for any loss of use, interruption of business or lost profits, or any other special, incidental, indirect, punitive, or other damages of any kind.

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