

TERMS & CONDITIONS OF BUSINESS

COMPANY

Information in Images Ltd (I-in-I) was established in the UK in 2013.

The company specialises in the supply of video and other high specification microscopes as well as portable microscopes, motion control accessories, waterproof displays and multispectral imaging systems.

With over 40-years of experience, our highly experienced staff and colleagues deliver friendly and knowledgeable advice for all of our clients.

Serving a host of top international clients we have grown to become a recognized supplier of such specialized systems and services around the globe.

PRODUCT PORTFOLIO

Whilst our main business focus is on more specialized imaging systems, we have not forgotten early level education, enthusiasts and private clients that need simpler or more budget sensitive imaging devices. We are pleased to work with our network of partners to deliver an extensive range of imaging systems.

When you cannot find the system that suits your needs, let us know. We have to both academic & industry access experts and suppliers around the world who can advise on the most suitable options for your particular project. We can even join your team on a contract basis to help support your work.

KNOWLEDGE

I-in-I prides itself in its knowledge of the products that it supplies, both from the technical & commercial aspect, but also from the applications aspect. I-in-I provides detailed in-depth advice and clearly explains both the technical and monetary reasons for selecting particular systems.

We are always pleased to respond quickly to enquiries, as we value your custom and want to ensure that you receive the personal service that you deserve.

Due to the diversity of the systems and solutions that we supply, some deliveries are immediate and some take a little longer. We will always keep you informed of the delivery schedule and reduce the time it takes to get the selected system to you.

QUALITY & WARRANTY

I-in-I has built its reputation on a high level of client satisfaction with the system selection process, design, build and operational quality, value and on-time delivery. We also provide warranties for the systems, as stated in the product listings. We maintain stocks of key parts and work closely with original suppliers to ensure prompt delivery should a spare part be needed.

INFORMATION IN IMAGES LTD

CREATING IMAGES - GENERATING INFORMATION

Email: info@info-in-images.com

Tel: +44 (0)7818 091031

Warranty

Our warranty is normally based on a return to I-in-I basis, or as agreed differently within the original contract proposal, for instance for logistical reasons.

I-in-I provides a free repair or replacement (or nearest equivalent) for items that fail due to manufacturing fault or defective parts during the warranty period. Warranty excludes collection, travel and delivery costs.

Our warranty excludes electrical, moving parts and consumables. Extended warranty is available on most systems at an additional cost. Such extended warranties are to be agreed prior to delivery.

EASY & SECURE PURCHASING

Bank / Wire Transfer

Each system proposal from I-in-I includes details of our bank account, making it easy to arrange an electronic funds transfer. Alternatively, you are welcome to send a cheque to our account using the company name 'Information I Images'. Our account details are shown on each proposal.

Payment with Order Discount

Some of the organisations that we serve have a standard payment policy where full payment is made 30-Days after the goods are received. Clients that provide full payment with their order can obtain a discount. Please ask about this discount prior to placing your purchase order.

Online Payment

We now also offer an on-line payment option using major **Credit Cards** and **PayPal**. A small handling fee is charged for payment using these avenues. Simply send us an email message showing your requirements and we will provide an online invoice via **PayPal**.

DELIVERIES

UK Customers

Delivery charges vary according to client locations and the method of shipment. If you have a preference for a particular type of delivery service, please let us know and we will confirm the costs. We normally ship via our partner DHL Express, as the organization services more countries and locations than any other in the world.

Checking Your Delivery

We carefully pack every item that we send. **Please sign for the delivered goods and check only after you have thoroughly checked the contents,** as delivery services can dispute a later claim for damaged goods. I-in-I cannot take responsibility for damaged goods without such a check at the point of delivery. If the contents are damaged, please state this on the delivery receipt with your signature and date.

Should you deputize the receipt of the items to a colleague, please instruct them to make a thorough examination on your behalf and not sign for the goods being if they find they are not in 'Good Condition'. They must state that the delivery contains 'Damaged' goods with a signature and date. Please retain a copy and make photographs, if possible, showing any damage.

If you are not going to receive the goods directly (somebody else is going to receive the goods on your behalf, maybe a receptionist or a neighbour for instance) please tell them to inspect the goods, as above, **before signing**.

INFORMATION IN IMAGES LTD

CREATING IMAGES - GENERATING INFORMATION

Email: info@info-in-images.com

Tel: +44 (0)7818 091031

It is the delivery company's responsibility to deliver the goods 'undamaged'. The companies, understandably, insist that such inspections take place, so please do so, even if the delivery driver wants to move on. Unfortunately we are unable to accept claims for damaged goods if not reported via this mechanism. If necessary, please take photographs of any damaged goods and send these to us.

Your Telephone Number:

Please provide your telephone number, as delivery companies frequently request it, failure to do so may cause delays.

DELIVERY DETAILS & ADDITIONAL CONDITIONS

We can deliver to any country, subject to legal restraints and logistical considerations.

UK Deliveries are made using reputable delivery companies or directly by our own staff.

When deliveries are made to the UK, they are subject to VAT levied at the prevailing rate.

Should your organization be exempt from VAT payment, an exemption certificate will be required with the order, prior to any shipment. This must clearly state the organization name, address and delivery point, as well as a contact name. The VAT registration number of the organization must also be provided and the certificate must be signed and dated by an authorized representative of the organization.

Overseas Deliveries are also made using reputable and internationally recognized delivery companies.

Deliveries outside the UK are not subject to UK VAT (with a few specific exceptions, that will be verified prior to ordering, when a proposal is sent).

Local import duties and sales taxes are not included in I-in-I proposals. These are payable locally by the recipient of the goods.

Should you or local authorities require a 'certificate of origin' or other additional documentation such as 'hygiene and packing material certification', these must be notified to I-in-I at the time a proposal is requested. The additional charge for the provision of such documents will be shown on the proposal.

Should you require the goods to be insured whilst in transit between I-in-I and your location, please inform us at the time the proposal is requested.

Should any additional insurance covers be required, please inform us at the time the proposal is prepared.

PAYMENT TERMS

Our payment terms are **payment in full with order** unless otherwise agreed in writing, **prior to acceptance of an order**.

REPAIRS & REFUND POLICY

If you find a fault with your I-in-I product this is the procedure:

- 1) You must notify I-in-I immediately in writing upon receipt of the goods.
- 2) After receiving a Returns Reference from us, send it to us immediately along with copies of any documents that accompanied the delivery within a pouch attached to the outside of the

INFORMATION IN IMAGES LTD

CREATING IMAGES - GENERATING INFORMATION

Email: info@info-in-images.com

Tel: +44 (0)7818 091031

package. Please ensure that the following information is clearly stated and included in the pouch: A copy of your order, your contact details, full description of the goods and the returns reference..

3) Carefully re-pack the original delivery and, where necessary, use additional packing to ensure the goods are fully protected.

We will repair the goods as necessary, without charge, If the goods cannot be repaired I-in-I will replace the damaged goods. If no replacement is available we will give you a full refund (excluding delivery charges). We will endeavor to make the repair or arrange the replacement as quickly as possible, but, due to supply issues from certain manufacturers, please allow up to 8 weeks for the repairs to be completed or a replacement to be sent.

PRIVACY POLICY

Information in Images Ltd respects your privacy. When you visit our website, we follow the guidelines shown below

Privacy Statement

This statement discloses the Internet Privacy Policy for the Information in Images Ltd International website, 'www.informationinimages.com' and 'www.info-in-images.com'.

Use of Data

This site has been designed so that no personal identifying information is displayed online or is accessible to the general public. You can browse our websites without telling us who you are or revealing any information about yourself. To obtain access to pricing and delivery information, please make a request via the on-line contact pages.

When you make an on-line, telephone, postal or e-mail enquiry, place an order or send us additional information, we collect the following information: Name, Address, Mobile/Landline Telephone Number, Email address, personal website (if any), social media ID and account number(s).

We do not sell or distribute this information to any third party except to complete transactions with our delivery companies and third party suppliers, where necessary for direct shipments.

We use location information for distribution purposes to allow us to provide the best possible service levels to our customers.

Information Collected

When you contact I-in-I as a customer and provide us with your email address, we may send you email with suggestions or notices of new products, prices, and services. If you do not initially choose to opt out, you may, of course, still block future email of this type from your e-mail application.

When placing orders customers may receive:

- Order Acknowledgment
- Delivery Information
- Warranty Communications

INFORMATION IN IMAGES LTD

CREATING IMAGES - GENERATING INFORMATION

Email: info@info-in-images.com

Tel: +44 (0)7818 091031

Information Collected During Promotional Programs

Information may be collected from you via direct mail, electronic and Internet campaigns as well as through e-newsletters, requests for literature and support, as well as customer surveys.

When you respond to a promotional campaign, I-in-I collects contact information as well as additional information to help us qualify the success of a promotion and to determine eligibility.

At any time you may request removal from our mail list, simply use the contact page and request a de-listing.

Occasionally I-in-I may obtain email addresses and other contact details from outside vendors and will send these contacts electronic marketing materials from I-in-I. Removal from the I-in-I list can be accommodated.

Links

www.informationinimages.com (www.info-in-images.com) may contain links to other web sites.

Please note that when you click on one of these links, you are leaving the *www.informationinimages.com* web site and entering a completely new web site. This new site may have a different privacy policy than I-in-I and the content found on that site is not the responsibility of I-in-I.

Cookies

I-in-I does not currently use software tags called "cookies" although these may be added at a later date. If implemented, an option will be provided to exercise your choice to opt out.

Log Files

I-in-I maintains log files of the traffic that visits our site. We do not link any information gathered in these log files to personally identifying information. Log files are used to manage traffic loads and help provide reliable service, all with no association to your personal identity.

Information collected includes location (city or metro level), network used for access, browser types and pages visited. Feedback On Our Systems

At any time you are welcome to provide feedback on our company and website using the contact page. We collect such user feedback to improve your experience.

Security of Information

All information gathered on the gtvision.co.uk site is stored and maintained in secure facilities. Our web site is professionally hosted and is regularly tested for potential security breaches. Our current security technology is Secured Socket Layer (SSL).

I-in-I reserves the right to change this Privacy Policy at any time. The revised policy will be posted on our website for visitors to review

INFORMATION IN IMAGES LTD

CREATING IMAGES - GENERATING INFORMATION

Email: info@info-in-images.com

Tel: +44 (0)7818 091031

Data Theft Contingency Plan

I-in-I makes every effort to ensure that data is secure. In the event that our processes or those of our hosting contractor fail to prevent the theft of sensitive data, we will undertake the following.

- Customers that may be impacted by any data theft will be notified.
- Notification that data has been compromised will be given to the vendor bank within 48 hours of obtaining this knowledge.
- At the request of the customer, we will place on record the contact information for any impacted financial institution (i.e. banks) and notify the institution within the same time frame as given above.
- We will communicate to the customer whatever information may aid their efforts to prevent data theft from causing harm to their organization. This may include an estimate of the number of records, users, or accounts involved.
- Following any event that involves compromised data; we will collect feedback from the impacted customers. This feedback will be used to adjust this process to better serve our customers in any future events and, notified to regulatory, legal or law enforcement authorities.

COMPANY DETAILS

Company Registration Number:

Co. Registration in England & Wales No. 08674259

VAT No: GB 169 796925UK

Correspondence Address

Information in Images Ltd
The Knowledge Centre
Wyboston Lakes
Great North Road
Bedfordshire
MK44 3BY, UK
