

Order, Delivery & Invoicing

To simplify the ordering process, we set up the purchase prices, article numbers and supply agreements hereby.

The prices are shown without VAT, customs fees and apply for exw Jena.

The packaging is done in typical design and lettering of QINSTRUMENTS. Packaging costs are included. Transport costs will be charged.

An Order needs to contain the following complete information:

Name of the buyer, contact details, delivery address, invoice address, preferred delivery service, offer number if an offer exists, order number, product description, item number and price.

Please use our contact form on www.QInstruments.com or contact us directly:

Postal address:	QINSTRUMENTS GmbH Loebstedter Strasse 101 07749 Jena Germany		
VAT ID:	DE 234251011		
Commercial Register:	HRB 209986 (Amtsgericht Jena)		
D-U-N-S®:	D-U-N-S® 333088941		
NAICS Code:	541330 - Engineering Services		
Contact details:	Phone:	+49 3641 876120	Fax: +49 3641 87612-99
	E-Mail:	info@QInstruments@com	Internet: www.QInstruments.com
Terms of delivery:	EXW, Jena / Germany		
Delivery time:	1-2 weeks after incoming orders to a batch size of 1-10		
Delivery service:	Europe / USA / World:	via FedEx or UPS	
	Germany:	via FedEx	
Costs of packaging & shipping:	Depending on delivery service, size and weight of the shipment QINSTRUMENTS always ensures choosing the most favourable transportation version.		
Possible discount grading:	10 % discount of list prices for >= 10 pcs. per order and position 15 % discount of list prices for >= 25 pcs. per order and position 20 % discount of list prices for >= 50 pcs. per order and position		
Term of payment:	14 days without deduction		
Payment methods:	Wire transfer, Check, PayPal, Credit card (<i>Visa, MasterCard or JCB</i>)		
Bank information:	For wire payments in US DOLLAR please use the US dollar bank account.		
	Bank name:	Sparkasse Jena-Saale-Holzland	
	BIC:	HELADEF1JEN	
	IBAN:	DE52 8305 3030 0080 8102 76	
	For wire payments in EURO please use the Euro bank account.		
	Bank name:	Sparkasse Jena-Saale-Holzland	
	BIC:	HELADEF1JEN	
	IBAN:	DE64 8305 3030 0000 2720 27	
Warranty:	2 years from the date of delivery		
Legal requirements:	TÜV/CE certification, WEEE/RoHS conformity		
EC declaration of conformity:	At state-of-the-art and in compliance with the latest regulations and standards.		

QINSTRUMENTS will process all orders as fast as possible and customers normally receive within 24 hours a personal message with all information for the further follow-up. You will get informed if there will be a change in the delivery time. Our standard terms and conditions of business apply (AGB's).

QINSTRUMENTS will execute the services in a way that it will fit the indicated claims. The realization of additional services within the framework of OEM is possible and is done in a close cooperation with the client. Additional engineering performances from QINSTRUMENTS will be invoiced by 90. - EUR/ man hour or cleared within blanket orders.

Additional costs beyond our standard offer e.g. realization of not discussed and not documented special requests are not part of our standard offer. Other external costs were voted, authorized and invoiced subsequently.