

1. Payments for Delivered Products. Payments for products/services rendered are due within the defined terms as noted on the invoice submitted. Late fees can be assessed on all invoices where payments are not received within the defined term up to 5% for every 30-day period past the original due date.
2. Termination of Order. When an order is cancelled, all costs consumed up to the point of notification of cancel is the responsibility of the customer. This includes material, labor, and applicable administrative expenses.
3. Returned Material Authorization (RMA). All items returned to PCT must be communicated before shipment and include the following information on the container, label, or packing slip:
 - a. Assigned RMA Number
 - b. Original PO Number
 - c. Original Lot Number
 - d. Serial Number

NOTE: Items associated with a shelf-life expiration will not be approved for return if items have less than 50% life remaining.

4. Warranty. All products provided are covered under defective and nonconforming workmanship warranty for 30 days after shipment unless otherwise noted in the original PO. All customer processing and/or disassembly of products voids this warranty. Out of warranty rework or replacements will be considered a new order.
5. Quality Escapes. If PCT submits a Risk Notification of Escape (RNOE) for items previously shipped that could have a suspect/nonconforming condition, customer agrees to take prompt action and communicate with PCT as needed to ensure that the integrity of the supply chain remains intact.
6. Right of Access. The customer, and their customers, retain the right to enter our facilities, and the facilities of our applicable external sources, to verify quality of products and services. This requires advanced notification with specific dates and times for internal and external planning purposes.
7. International Traffic in Arms Regulations (ITAR). Customer agrees to adhere to all ITAR regulations if parts provided fall into associated classification categories.