



AVNEX Surface Finishing Inc.

**Customer Requirements**  
**(Including Terms & Conditions)**  
**(FM-QUAL-401 REV. A 03-11-2020)**

**PO Terms and Conditions**

1. Minimum lot charges will apply to each order if the extended price of the Purchase Order does not exceed the minimum lot charge for the process type. Please call or email (sales@avnexsf.com) for current minimum lot charges.
2. Each Purchase Order must be for one process only.
3. A purchase order or other documentation must accompany each part.
4. Most orders will be entered with a 14 day lead time. Selective plated parts may have additional processing time.
5. Our "Promise Date" is the date product will ship from our facility.
6. If ASAP field on the acknowledgement states YES that means you have requested a ship date sooner than our promise date. We will try to meet this need, but it is not guaranteed.
7. Purchase Order's must include the preferred Ship Method (carrier) and your account number.
8. Purchase Orders are confirmed within 24 hours M-F. It is the customers responsibility to review the confirming and update their system accordingly if needed.
9. Any Avnex product that will be shipped Internationally must abide by the U.S Export Administration Regulations (EAR) by the Department of Commerce (15 CFR 730-744). Violations of these export laws are subject to severe criminal penalties.
10. Avnex Surface Finishing Inc. Product Classification: Our Products are manufactured in Los Angeles, Ca. U.S.A.
11. Payment: Net 30 Terms (unless otherwise agreed upon in writing)
12. Avnex warrants its products free from defects in material and workmanship and Avnex will rework any such defects provided such defective products are returned to Avnex.
13. Should Avnex Surface Finishing, Inc damage any parts listed on the order acknowledgement beyond rework, Avnex's liability extends up to compensation of 3x the cost of plating, with the exception of gold. Upon receipt of damaged gold parts, Avnex will recover and retain the gold and will compensate our customer at a rate of 2x the cost of processing.
14. Warranty period for return of defective material is 90 days from shipment to customer.
15. Avnex shall not be responsible for defects due to negligence by customers.