

TERMS & CONDITIONS FOR RESELLERS

Minimum Order Quantity

1. The minimum order quantity (MOQ) for each order is **10 units**.
2. Waiver of the MOQ requirement is only given to a reseller for his initial sample purchase.

Payments

3. Please note that payments are to be made via bank **TT (Telegraphic Transfers)** only.
4. Please note that **bank charges for TT** are **to be borne by the resellers**. Please instruct the bank accordingly. Reanex reserve the right to recover the shortfall in payments before making delivery of the goods ordered. To avoid delay in order fulfilment, kindly give the correct instructions to your bank that processes the TT.
5. **Freight charges** to destination and **Taxes** at destination port(s) are not included in the price list. These are to be borne by the reseller.
6. Please note that there is an **admin charge of US\$30** for each **sample order**. This admin charge is necessary for us to recover bank charges (over at our bank for receiving incoming TT) and the processing cost. This admin charge is waived for normal orders as we are able to absorb the cost for larger orders (Note: there is an MOQ of 10 units for normal orders).

Delivery & Shipping Information

7. Please note that all goods are shipped from our factory in China and **not from Singapore**. If there is a requirement to pick up the goods from Singapore, kindly instruct your Reanex account manager when placing the order. Any freight charges incurred will be borne by the reseller. The delivery lead time to Singapore will be as per para. 7 below.
8. Please note that for normal orders, the expected delivery lead time is **14 working days**, counting from the day when Reanex receive the TT payments. For sample orders, do expect the delivery lead time to be up to 21 working days. This is due to longer time required to process loose units orders.

Ordering

9. To make an order, just send an email to sales@reanex.com indicating:
 - a) hardware model you are ordering
 - b) quantity of order
 - c) name of person or company to ship to
 - d) contact number(s)
 - e) address to ship to
 - f) (for those who choose to use their freight forwarder) details of your freight-forwarder
10. Our side will reply with a Pro-forma invoice, indicating the total amount payable including the freight charges and the bank account information for the TT payment. Once payment is received, we will process the shipment.

WARRANTY & PRODUCT SUPPORT

11. We cover 12 months warranty on manufacturing defects. Defective hardware need to be sent back to our service centres in Shanghai or Shenzhen. However, because of the low-margin price point we are offering to our resellers overseas, resellers are expected to bear the freight costs to the service centre. Our service centres will determine whether to do a 1-to-1 exchange or repair depending on the failure modes. Rest assured that our manufacturing facility is ISO9001 certified by UKAS and that our products undergo stringent quality control. The failure rate is insignificant. If your volume is sufficiently large, such as 100 units a month, we can provide 2 additional sets free, so that in case of defects, you can have the option of providing a 1-to-1 exchange immediately for your clients.

12. As it is, we do email and phone support for overseas resellers. On site support outside Singapore available but chargeable based on duration of support and complexity. Quotation will be given for on-site support outside Singapore if required by resellers.