

TO PLACE AN ORDER

Please order by specifying and confirming both catalog model number and description. This Net-Sales-Guide is for the dealings between companies, and is intended for customers who are a business organization or government and other public offices. Full payment in advance of shipment is required (advance payment by remittance or credit card). For details, please contact the R&K Net-Sales-department.

R&K Price List uses Gross Price Method including consumption tax unless otherwise specified. By referring to the R&K Price List and sending an "Application for Quotation, P/O Form", you may contact R&K Net-Sales-department. Upon receipt of the "Application for Quotation, P/O Form" from customers, R&K Net-Sales-department will advise delivery, transportation charge, insurance fees, special packing fees, on-site inspection fees, etc. (if necessary), and all other necessary expenses in advance.

Your order placement is completed when you reconfirm the "Application for Quotation, P/O Form" with complete information added by R&K, and return it to R&K. Should you have any questions regarding your order placement, please contact R&K sales representatives or sales representatives of R&K's authorized distributors.

For your convenience, R&K accepts Visa, MasterCard, American Express, and JCB. Customers outside Japan are usually served by local representatives appointed by R&K. Should you have difficulty reaching your local representative, please contact us directly.

Final acceptance of all purchase orders is made only at R&K Company Limited. Final acceptance of customer orders is contingent upon our receiving, reviewing, and keeping a record of "End Use Statement", "P/O Form", and customer specifications if necessary.

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URL : <http://rk-microwave.com>

Mailing Address:
R&K Company Limited
721-1 Maeda, Fuji-City,
Shizuoka-pref. 416-8577 Japan



PAYMENT TERMS

Domestic Terms

Full payment in advance of shipment is required (advance payment by remittance or credit cards). The amount billed to our customers is the total amount in the P/O Form, based on the price quoted by R&K. For more details, please contact R&K sales representatives or sales representatives of R&K's authorized distributors. (The customer pay for the cost of remittance.)

International Terms

Full payment in advance of shipment is required (advance payment by remittance or credit cards). The amount billed to our customers is the total amount in the P/O Form, based on the price quoted by R&K. For more details, please contact R&K sales representatives or sales representatives of R&K's authorized distributors. (The customer pay for the cost of remittance.)

Credit Cards

For your convenience, R&K accepts Visa, MasterCard, American Express, and JCB.

SHIPPING & DELIVERY

The products listed in this catalog are normally available for shipment within one (1) week (except R&K Regular Holidays such as Saturdays, Sundays, National Holidays of Japan) after final acceptance of customer orders. To contact R&K sales representatives or sales representatives of R&K's authorized distributors in advance for actual delivery is recommended. You may specify your desired delivery at the time of order placement. R&K accepts partial shipments upon request at the time of order placement, but in this case, the last shipment should be made within three (3) months after R&K's acceptance of customer orders.

Domestic Japan Shipping

R&K will quote shipping charges according to the shipping method requested by customers in the "Application for Quotation, P/O Form", and the quoted shipping charge will be billed to customers.

International Shipping

R&K will quote shipping charges according to the shipping method requested by customers in the "Application for Quotation, P/O Form", and the quoted shipping charge will be billed to customers.

PACKAGING

All shipments are packaged in accordance with best commercial packaging procedures. Surface Mountable Products are available on T&R (tape and reel) or in bulk. Individual and/or special packaging is available upon request. Please contact R&K sales representatives or sales representatives of R&K's authorized distributors (Special packaging is Air Freight Packaging for export by air transportation and Salt Waterproof Packaging for export by ocean transportation).

MINIMUM ORDER

There is no Minimum Order Policy for domestic sales. For international sales, Minimum Acceptable Order is USD 100.00, FOB Tokyo, Japan.

CHANGE ORDERS AND CANCELLATIONS

Change Orders, no matter how major or minor, regarding price, delivery, shipment, or any conditions not specified on the original order or related document will be considered in effect after mutual agreement and confirmation have been affirmed in writing between the customer and R&K.

R&K's written acceptance is required for any change or cancellation of orders once reconfirmed by customers and processed in R&K. Cancellation of any accepted order can only be made after written consent of R&K. All cancellations will be dependent upon customer's agreement to satisfy all charges incurred by R&K. R&K will endeavor to stop work promptly upon notification of cancellation.

REPAIRS & RETURNS

Repairs or replacements are made at the R&K factory. Repairs are available only by returning the products to the R&K factory where calibrated standard measurement equipment is used; an on-site repair service in the field is not provided. The warranty period of our products is TWO (2) years after shipping to the original customer. This warranty applies to our products only, and all expenses related to the transportation of repair (transportation charge, packing fees, etc.) should be paid by customers. When returning material for repair or replacement, please contact R&K sales representatives or sales representatives of R&K's authorized distributors for instructions and an RMA number (Return Material Authorization). When requesting an RMA, you will need to provide the model number, serial number (lot number) and as much information as possible about the nature of the difficulty or reason for return. Once a repair or return has been approved, it will be issued an RMA number which must accompany the unit being returned.

WARRANTY

R&K Company Limited warrants its products to be free from defects in material and workmanship for a period of TWO (2) years after shipping to the original customer under conditions of normal use. R&K at its option and expense, will repair or replace any defective or faulty product which results directly from defects in material or workmanship provided that R&K first be given written notice of such defects and shall have authorized the return. This warranty does not apply to products which have been disassembled, modified, physically or electrically damaged, or subjected to conditions exceeding the applicable specifications or ratings. R&K shall not be liable for any special indirect or consequential damage. The specifications and performances of the products listed in this catalog are measured under ideal measurement conditions and we cannot guarantee specifications or performances better than those specified in the catalog. Please consider the margin in the specifications when selecting models. RF Test Data and a Certificate of Conformance are not enclosed in the shipment of the standard products listed in this catalog unless otherwise requested to R&K or R&K's authorized distributors in advance.

CERTIFICATE OF CONFORMANCE

A Certificate of Conformance is available upon request at the time of purchase. This certificate states: "This is to certify that the units shipped in this shipment, against the purchase order specified, have been manufactured, tested, and inspected as specified in R&K Specifications and/or Specification Control Drawing, as applicable, and that objective quality evidence substantiating the above statement is available for review by authorized personnel".

PRODUCT AND PRICE CHANGES

Although all information in this catalog was current at the time of publication, R&K's continuing product improvement program makes it necessary to reserve the right to change specifications and prices without notice.

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