

## Ways to pay your Bill

### BANK TRANSFER

Please remit the full payment of the invoice by bank transfer to our account with our bank details which are written on the bottom of the invoice.

### CARD TRANSACTION

You can choose to pay by credit card or debit card.

The transaction currency is **GBP only**. We will charge an amount in GBP on invoices. The GBP amount is written on the invoice.

#### <Credit Card>

- We accept Visa or Mastercard
- 4% of total invoice amount is charged for all Credit Cards



#### <Debit Card>

- We accept Visa, Mastercard or Maestro
- 4% of total invoice amount is charged for all Debit Cards outside of UK.
- 50p per transaction if total amount is under £ 50.00 for UK Debit Card.

You need to fill out a card payment application form, and send the form by fax to +44 (0)2082919678. The form can be downloaded from our web site at <http://uk.narishige-group.com/purchase/fromus> or contact us.

\* Please note that if you send the form by e-mail, we will not be held responsible if your information is leaked outside of our company.

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## Warranty

- Narishige International Ltd warrants these products for a new purchase for one (1) year from the date of the original invoice.
- Narishige International Ltd warrants these products to customers who purchased these products directly from Narishige International Ltd or who have applied for warranty by use of our warranty cards which are enclosed with the products.
- The warranty does not cover the products if there is damage by abuse, misuse, drop or hitting.
- Claims for missing parts and accessories must be made within ten (10) days from the date of the original invoice. After ten (10) days, no claims are accepted.
- Should you have any enquires about this matter, please contact us at +44 (0)20 8699 9696 or send emails to [eurosales@narishige.co.uk](mailto:eurosales@narishige.co.uk) with the model and serial number of the product.

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## Cancellation

- Order cancellations is not accepted after the shipment is dispatched.
- Order cancellations for special order items are not accepted once the order has reached our office.

## Service Condition

- We accept for repairs & servicing all Narishige original products that are within 15 years from date of manufacture.
- Performance as new cannot be guaranteed for repaired equipment which is 10+ years from date of manufacture.
- Joint Nikon/Narishige or joint Olympus/Narishige products are the servicing responsibility of the joint partnering company. Contact their local office for support in the first instance.
- Faulty equipment still within our sales warranty period will be inspected and repaired free of charge (subject to the Warranty conditions above).
- We offer a six month repair warranty from the repair invoice date. This warranty covers repaired parts and solved problems only – it does not cover the whole product.
- The customer is responsible for bearing all shipping costs & associated fees.
- An administration fee will be charged for all equipment received for repair, even if the repair is cancelled by us.

Further details of our servicing procedures can be found at:  
<http://uk.narishige-group.com/service/>

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## Return

Do not return any products to Narishige International Ltd without our prior approval or consent. A Return Policy Agreement Sheet must be signed and sent back to Narishige International Ltd. Credit notes are issued after Narishige International Ltd receives both of the signed agreement sheet(s) and the products.

### Approval Condition

- ① Standard Products ( Marked \*ST\* )
  - Returns are accepted only if the first contact for a return is made WITHIN THIRTY (30) DAYS from the date of the original invoice.
  - Purchased equipment(s) must be returned within sixty (60) days from the date of invoice.
    - ▶ Please note that there will be a restocking fee charged of five percent (5%) or minimum forty Euros (EUR 40.00) for each product.
- ② VM series Products, Made-to Order Products, Custom-made Products and etc. (Marked \*NR\* )
  - No returns are accepted.
- ③ Consumable Items, Adaptors and etc. ( Marked \*CI\* )
  - Package must not be opened and must be unused. If package is opened, returns are not accepted.
  - Returns are accepted only if the first contact for a return is made WITHIN THIRTY (30) DAYS from the date of the original invoice
  - Purchased equipment(s) must be returned within sixty (60) days from the date of invoice.

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Should you have any further queries, please do not hesitate to contact us at:

Narishige International Ltd.  
Unit 7, Willow Business Park, Willow Way, London SE26 4QP, UK  
TEL: +44 (0)20 8699 9696      E-mail: [eurosales@narishige.co.uk](mailto:eurosales@narishige.co.uk)  
FAX: +44 (0)20 8291 9678      Web: <http://uk.narishige-group.com>