



INDIA | USA | SINGAPORE | UAE | BRAZIL

EXPORT TERMS & CONDITIONS

1. **Payment Terms** We accept payment by TT / Irrevocable Letter of Credit at sight as per the details given below :

Crediting of TT Payment / Letter of Credit to	STATE BANK OF INDIA Industrial Finance Branch Jawahar Vyapar Bhawan New Delhi 110001, India SWIFT : SBININBB132
Payment by TT through	STATE BANK OF INDIA, NEW YORK Park Avenue, New York, USA SWIFT : SBINUS33PNR
Beneficiary	ACCOUNT NUMBER : CC-10277791966 of Indian Toners & Developers Ltd. New Delhi, India
2. **Pricing** In U.S. Dollar / Euro
3. **Bank Charges** : All bank charges outside India including reimbursing bank's charges/ commission, postage, etc. to buyer's account.
4. **Packing** : In export-worthy packing for shipment by sea / air.
5. **Delivery** : Within 45 days from the date of receipt of order confirmation or as agreed at the time of final order.
6. **Freight & Insurance (sea / air)** : As agreed in pricing for FOB Port / C&F / CIF price.
7. **Storage & Warranty** : Toner should be stored in cool and dry place i.e. below 35° C (95° F) temperature and should not be exposed to direct heat/sunlight. The warranty is for our toners only and not for eventual claims for consequential damages.
8. **Return Policy** : In case buyer is not satisfied with the performance of the toner they are required to fill a Toner Complaint Form, after which the issue will be thoroughly investigated at our testing facility in India and if the complaint is found to be genuine, they may return the company sealed and unopened products within 120 days from the date of commercial Invoice in good condition to our works / warehouse and we will give credit equivalent to the ex-works amount of the goods. Please note that all the products are supplied to the customers after they have approved the samples.**
9. **Certificate of Quality** : ITDL is an ISO 9001: 2008 Quality Management System and ISO 14001:2004 Environmental Management System certified company. Our toners are manufactured under strict quality control standards. Quality control of products includes long term tests on copy quality, compatibility with OEM materials and influence on the functions and maintenance of copiers or printers.
10. **Patents / Trade Marks etc.** : The seller shall be free from any dispute regarding infringement of patent(s), designs, trade marks or copyright of the goods contracted.
11. **Validity** : The offer is valid for acceptance within 30 days from the date of Sales Contract for acceptance and thereafter subject to our re-confirmation in writing.
12. **Arbitration** : In case of dispute and differences between the parties, the same shall be settled through Indian Council of Arbitration, New Delhi, India.

**ITDL products are manufactured under strict quality control standards. However, the performance & suitability of a product for the customer's purpose depends on particular conditions of use. As such we suggest that customers test & evaluate products to ensure their suitability for meeting their requirement in all aspects.

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