

General sales and support conditions for distributors

ECOM welcomes any new partners to expand the business. However the distributorship is on non-exclusive basis, we appreciate to have only one valuable distributor in each country/territory.

Distributor responsibility

To be successful and competitive, we expect to fulfill the following requirements:

- to have good knowledge of HPLC
- to have service engineer(s) able to provide installation and after sale service
- completion of service training in ECOM company at Prague. Service training takes 2-3 days and it is free of charge. Travel and hotel expenses are covered by the participants. Term of the training is agreed individually.
- to have own web page with basic information at least (link to ECOM web page available)
- to provide obliging customer pre/after sale care and active search of new customers

ECOM responsibility

General Sales support – i.e. supply of all technical and business documents including tailored quotations

General Service support – on-line technical help-line by phone or e-mail

CD Rom with all info-lists, user-manuals, pictures, schemes, service-manuals etc.

Price

The Dealer price list is issued yearly (Feb/March) and sent to distributors by e-mail. It can be modified without notice, however, ECOM tries to provide adequate notice to all distributors when specific or overall price changes occur.

All prices are in EUR, EXW Praha, Czech Republic. The price is net. Distributor can ask ECOM for suggested end-user price, but it is up to dealer's discretion to create his own end-user price list.

Quotations

The price list is to be used for particular items or pre-configured system. For a more complex system or a custom system we suggest asking us for specific quotation per your request.

Payment term

Advanced payment is required for purchase. Standard payments are generally made by bank transfer, where all bank fees are paid by the purchaser.

Bank account information:

CSOB Praha , Belehradská 110/478, 120 00 Praha 2

EUR Account number 211790778/0300

IBAN CZ26 0300 0000 0002 1179 0778

SWIFT CEKOCZPP

Orders, Delivery term, Transport

All orders must be clearly written and sent by e-mail or fax.

ECOM sends order confirmation including the freight cost and expected delivery term a.s.a.p.

We will try to find the best forwarder for the specific territory/size/value.

We can also ship the goods according to distributor's instructions (i.e. to his DHL, TNT, FEDEX, UPS account) or through another transport service, if possible.

Warranty

1 year of the date of invoice for the instruments.