



## TERMS AND CONDITIONS OF SERVICE (2016)

Holocom service quotations are firm fixed and are valid for thirty days; if the thirty days expire, Holocom will review the validity of the quotation and can re-issue a new quotation. Holocom will send a written acceptance of Purchase Order within seven business days of receiving Purchase Order from vendor.

The hours for this installation are based on the specific scope of the project, including the number of installers. If the scope of the project changes, Holocom can issue a new quotation or a change order. If there is no statement of work at the time of this quotation, Holocom can issue a new quotation based upon a future agreed upon statement of work.

Holocom Per Diem Rates are generated from the Department of Defense Per Diem Rates.

After receipt of Purchase Order, scheduling of Holocom services is agreed upon between Holocom and the vendor. If there is a change to the agreed upon scheduled dates, it is the vendor's responsibility to notify Holocom and agree upon a new scheduled date. Any additional or incurred expenses to Holocom as a result of a new scheduled date will be added to the quotation.

## HOLOCOM WARRANTY & COMPLIANCE STATEMENT (2016)

### **MADE IN USA COMPLIANCE STATEMENT**

All Holocom, Inc. (Holocom) products are all made in the USA. 100% of all manufacture, finishing, assembly, processing, labeling and shipping of Holocom products are performed in the USA. We cannot attest that all raw materials (sheet steel, pigments, minor subassemblies, etc.) are of US origin, but we indicate a preference for such when purchasing from vendors and US fabricators. We proudly buy American and employ American.

### **PRODUCT WARRANTIES**

Holocom, Inc. warrants its products under normal use to be free of defects in design, materials and workmanship; to conform to the specifications and samples; and to be fit and sufficient for the purpose intended by Holocom. The period of this warranty is 12 months from that date of sale to the distributor, or 12 months from the date of receipt from distributor by the end user, provided that the latter is not more than 18 months from shipment to the distributor. Any loss, damage, or deterioration of Holocom products that occurs after shipping (FOB Factory/Holocom warehouse) is the sole responsibility of the shipper, distributor, or customer as may apply. Longer warranties are not normally needed, may be purchased if desired for an up charge.

Holocom products, unless otherwise labeled, are intended for indoor, climate-controlled applications only. Any misuse, abnormal use, improper storage, or the like, completely voids this warranty. Improper installation of Holocom products by non-Holocom certified installers completely voids this warranty.

Holocom also warrants its products to be free of any claims against title when sold by Holocom and against any claims of patent infringement for the life of the product.