

PURCHASE ORDERS

- All orders must be submitted in the form of a Purchase Order (PO) to via e-mail to orders@i3international.com or fax to 416-759-7776. This PO must include the address to which the unit is to be shipped (ship to address) as well as the shipping terms.
- Any change in the order after the receipt of the PO must be accompanied by written notification by the customer. Any change may result in a delay in the shipment particularly if the change requires an upgrade or change in components or software.
- POs must be received by 2:00p.m. (Toronto time) to be processed on the same business day.

SHIPMENT TURNAROUND:

- Standard Spec i³ HVR/DVR/NVR units will be shipped out within five (5) days following the receipt of the PO. Delays will be notified to the customer by telephone or e-mail.
- All special orders (i.e. upgrades to standard spec system including POS software, extra hard drives, extra components) will be shipped out seven (7) business days following the receipt of the PO to allow building and testing the unit. This time may be extended depending on the difficulty of unit.
- Large orders from 10-15 units will be shipped out approximately fourteen (14) business days following the receipt of the PO, particularly if special components or software are required. Orders are subject to credit checks prior to shipping.
- High volume orders (16+ units) will be shipped out approximately twenty (20) business days following receipt of the PO.

SHIPPING TERMS

- Unless otherwise specified, all shipments will be scheduled for standard shipment. Standard shipping in Canada is guaranteed within 5 business days. Standard shipping to the United States is not guaranteed due to lack of control of Customs Canada and USA. Typically, standard shipments will arrive to the destination within seven (7) business days. Any extra costs incurred as a result of expedited shipments as requested by the customer will be borne by the customer.
- i3 will make every effort to maintain the above schedules for all customers, however, there may be delays encountered when clearing customs and during new hardware or software releases. i3 will notify all affected customers upon delay of an order.

RUSH ORDERS:

- Expedited Orders. The customer has the option to pay extra a \$100 per unit fee to expedite an order to ship faster than the above specified delivery times. In order to expedite an order, i3 DVR will assign an expeditor to the order to ensure it is placed as a priority item at every stage throughout production and quality assurance.

SHIPPING COSTS:

- Shipping to all customers will be collect (paid by consignee) including all brokerage, entry, taxes, import/export and other fees affiliated with shipping across International borders.

FUTURE DELIVERY:

- Orders will be accepted with a future ship date of up to 3 months from the date of order entry. Partial shipment may be made against the original order as long as all items are shipped within the 3 month period. Customers are required to pay full amount for future orders.

TITLE & SHIPPING CLAIMS:

Delivery of i3 DVR/HVR/NVR units or parts to a carrier from i3's premises constitutes delivery to the buyer and title and all risk of loss or damage in transit shall pass to the buyer at that time. Any short-shipment claim will be verified and legitimate claims will be processed as follows:

- credit will be processed against the original order for the number of items short-shipped.
- The buyer must submit a PO for the short-shipped items.
- If a new PO is not received, credit for product billed against the original order will not be processed.