

# Sales Policy

(1) Order Processing: For each Purchase Order (PO) received by Brighten Optics, an Order Confirmation (OC) document, indicating our agreement to process the PO, will be issued to the customer within 48 hours of receipt of the PO. To avoid unnecessary delays in processing your PO, please contact our sales staff as soon as possible if no OC is received within 48 hours.

(2) Payment Terms: For all POs from first-time customers, 100% pre-payment is required unless other payment terms have been arranged with consent of Brighten Optics. For subsequent POs, normal payment policy is net 30 days from receipt of product, although Brighten Optics reserves the right to require additional payment terms depending on the nature, cost and complexity of the order.

(3) Quality Problems: Any quality problems MUST be reported within 15 days of receipt of product. For return of product, a Return Merchandise Authorization (RMA) number is required from our sales staff. Unauthorized returns will not be entertained and such goods will be shipped back at customer expense. If no quality problems are reported within 15 days, Payment Terms will take effect.

(4) Order Cancellation: For any PO or portion thereof that is cancelled after issuance of OC, a cancellation fee will be invoiced in the amount of 65% of the value of the cancelled goods and/or services.

(5) For other sales terms and policies, please consult our website at <http://www.brightenoptics.com/terms.asp>. In the event of any discrepancy between these terms and those of our website, these terms will prevail.