

## **Sales Policy and General Information**

### **PAYMENT TERMS**

2% 30, Net 31

### **PRICING**

All products will be invoiced at the Nautilus Neurosciences published price to customers in effect on the date of receipt of the order.

### **CUSTOMER SERVICE**

Phone: 877-874-2440  
Email: GMB-SPS-NAUTILUS@cordlogistics.com  
Fax Orders: 614-652-9713  
Mail Orders: Customer Service Dept.  
305 Tech Park  
Suite 113  
LaVergne, TN 37086

### **ORDER PLACEMENT AND SHIPPING INFORMATION**

Customers may mail, fax, email, or telephone orders for products marketed by Nautilus Neurosciences, Inc. All orders are subject to acceptance by Nautilus Neurosciences, Inc. All orders will be shipped FOB Point of Destination with freight and insurance prepaid. Customer will pay any costs due to special or expedited shipping requests.

### **REMITTANCE**

Please remit payment to: Nautilus Neurosciences, Inc.  
PO Box 660361  
Indianapolis, IN 44266-0361

### **RETURNS**

Returns will be handled in accordance with our Nautilus Neurosciences' Return Goods Policy.

### **DAMAGED PRODUCT**

Products received damaged may be returned for full credit when reported in writing to Nautilus Neurosciences within 72 hours of receipt. Please have the Transportation Company note "damaged" on freight bill. Nautilus Neurosciences must authorize damaged product returns and issue an RGA.

Upon request, buyer shall furnish such documentation as required for Nautilus Neurosciences to recover loss from the carrier. Upon receipt of product, customers are

requested to verify quantities of units received against original shipping documents by performing a physical count. Any discrepancies must be reported to Nautilus Neurosciences within ten (10) days of receipt, at which time the Nautilus Neurosciences regulatory/Quality Assurance Department may initiate an investigation.

**ORDERS AND SHIPPING DISCREPANCIES**

Nautilus Neurosciences order discrepancies resulting from over shipments, short shipments, ordering errors or any other error must be reported to Nautilus Neurosciences Customer Service Department within ten (10) business days after date of invoice to ensure appropriate resolution.

**WARRANTY**

Nautilus Neurosciences warrants that, as of the date of shipment, Nautilus Neurosciences' products will not be adulterated or misbranded within the meaning of the United States Food, Drug and Cosmetic Act and will not be articles that may not be introduced into interstate commerce under such act. Nautilus Neurosciences will defend Customer and indemnify it against any claim based on the failure of Nautilus Neurosciences product purchased directly from Nautilus Neurosciences to meet appropriate standards of identity, strength, quality and purity, provided the Customer gives Nautilus Neurosciences prompt notice of the assertion of the claim, or service of complaint, and fully cooperates in the defense thereof by counsel of Nautilus Neurosciences choice. This warranty or indemnification does not apply if the claim results from Customer's negligence or its alteration, misuse, or improper testing, handling or storage of the product.

**FORCE MAJEURE**

Nautilus Neurosciences will not be liable for any failure to deliver when such failure is caused (directly or indirectly) but not limited to: fire, flood, accident, explosion, equipment or machinery breakdown, sabotage, strike, labor disturbance, wars, acts of God, acts of government, national disasters or any other causes beyond our control.

**SERVICE**

All orders received prior to 2:00pm Central Time will ship same day. Nautilus Neurosciences will make its best commercial efforts to ship all orders within 24 hours of order receipt.