

Terms and Conditions of Sale

The following general information applies to all orders.

Shipping Terms and Delivery:

Ownership of ZEMAX software licenses transfers to the customer at the shipping point (Bellevue, Washington, U.S.A). Our prices includes EU duties and taxes, but not VAT (where applicable) or delivery. We use insured, signed for shipping methods only.

Please allow 4 working days for delivery. Once Optima Research has received your PO/payment and complete end-user information, we will process your order within one to three business days.

Terms:

Net 30 days (subject to status) or Prepayment.

End User License Agreement:

ZEMAX software sales are subject to ZEMAX Development Corporation's [End User License Agreement](#).

Return Policy:

Optima Research Ltd. offers a 30 day return period on ZEMAX software sales. Returns must be made within 30 days of invoice date and a 15% restocking fee applies. ZEBASE, OpticsFile, All Annual Support products, Upgrades, Manuals, Key Conversions, CD Updates and Custom Work are non-refundable.

Policy on lost or stolen USB keys:

The USB key supplied with the software is worth the full purchase price of the software. If the key is lost or stolen, it will not be replaced without payment of the full purchase price. Insure the key as you would any other business or personal asset of comparable value.

Changing registered user information on a key:

Please contact Optima Research to change registered user information on a key.

Jurisdiction:

All sales contracts shall be governed by the laws of England and any disputes arising shall also be determined by the courts of England.

Special Terms for Premium Support:

Lost keys: The ownership of the lost key must be formally transferred to Optima Research before any discount will be granted on purchasing a replacement. If the key is found after the discount has been claimed and processed it must be returned to Optima Research. Lost key discount claims are limited to one claim per premium support period (12 months).

Training discounts: Training discount is available to the registered user of the software, throughout the duration of premium support, and may be extended to a colleague once per supported key per year.

Public Training Course Cancellation Policy:

Notice	Refund
> 4 weeks	Full refund
4-2 weeks	50%
< 2 weeks	0

Private Training Course Cancellation Policy:

Customer is liable for all expenses incurred in the arrangement of the course.

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