

# Order Policy Agreement

In the wonderful world of technology there are at least as many failed devices as there are working devices with regards to the research objectives and why a device was acquired. The failed units consist of everything from a real component failure to units that just don't solve the problem solution that was being sought. I suspect the latter is more often the case.

However it is realized that often there is no way of knowing if a problem will be resolved unless the potential problem solving unit is actually tried. I have built enough units to know there is no way to cover all the possible ways that a unit can miss the objective set by the user.

The 'Order Policy Agreement' is intended to be FAIR, HONEST, and CONSIDERATE. The FAIR part refers to being fair to me as well as the user. The HONEST part refers to my belief in what I say is true and a sincere intent to help and not to just make FRNs (Federal Reserve Note) off these devices. All my projects are open source with schematics, videos, PDFs to encourage those capable of building their own units whenever possible. The CONSIDERATE part refers to my belief that if the unit doesn't work for you, then you shouldn't be both stuck with it and out the FRNs used to make the acquisition.

Units purchased are being made available on a trial basis for 0 to 90 days depending on the unit. This simply means if there is any type of failure as defined in the 1<sup>st</sup> paragraph above the unit is returnable for restock or repair. However, there are two expenses that now are part of every purchase. The 1<sup>st</sup> expense is that the user must pay all shipping cost. The second expense is that a restock or repair fee is applied to every unit that is returned regardless of reason.

The second reason now gives you a way to try the unit out without absorbing the full cost of the unit. If the unit doesn't work for you in any way what-so-ever, just return it and get a refund minus the repair or restocking fee. Both the repair and restocking fee are the same and based on the number of days you had the unit. The repair and or restocking fee is simply a single FRN a day. If you had the unit for 10 days and didn't like it, the unit cost you \$10 plus shipping to try it out. If the unit failed electronically for any reason the repair will be calculated at the same rate, a single FRN for every day you had the unit. The repair rate has a maximum limit of 30 FRNs.

Because of the OPEN SOURCE policy this is my way of trying to truly help others without maintaining 100% of burden for trials and failures. Each unit will have a defined trial period attached or associated with the unit. The trial periods will be 0, 30, 60, or 90 days. After the stated trial period the user will own the unit. Updates expenses work the same as repairs.

Obvious broken product verse failed product will have a flat \$30 repair fee charge on top of any shipping cost. The 1 FRN a day will be wave in these cases. Be careful with the Plasma Balls, they are a glass and not a plastic product.

I sincerely hope this works for those that can't or do not want to build their own units.

Respectfully and live in peace,

Steve

Creed: NEVER LIE to yourself or anyone else and always practice the GOLDEN RULE.