

TERMS & CONDITIONS - OVERAGES AND SHORTAGES

2. SHIPMENT, DELIVERY, PERFORMANCE, ACCEPTANCE, OVERAGES AND SHORTAGES

2.5 Customer shall give Company written notice ("Notice") of any overages or shortages in quantities in a shipment as stated in the [bill of lading/packing slip] within five (5) days of receipt of such shipment ("Notice Period"). For a claimed shortage, upon confirmation by the Company that a shortage occurred, the Company will ship the missing items to Customer or, if agreed by the Company and Customer, credit the invoice in the amount of the shortage. Customer will not be entitled to receive and Company will not be obligated to grant any credit against the invoice for the shipment and Company will not be required to make up any shortages in quantity unless the Notice is received by Company within the Notice Period.

For a claimed overage, Customer shall return overages to Company, at Company's cost, in accordance with Company's written instructions, if any, given to Customer within five (5) days of Company's receipt of the Notice.

Notices shall be delivered to Company by email at rma@noribachi.com or by facsimile addressed to RMA at 310.644.8980.