

## Guide to Ordering from CEM Systems

### Placing Orders with CEM Systems

**Please address orders to:**

CEM Systems Ltd  
195 Airport Road West  
Belfast BT3 9ED  
United Kingdom

**Please ensure all orders are sent to:**

Email: [cem.orders@tycoint.com](mailto:cem.orders@tycoint.com)  
Fax: +44 (0)28 90454535

### Essential Order Details (required on every order):

**Company/Billing Details**

- Official purchase order number
- Company name
- Invoice address
- Delivery address (if different from invoice address)

**Product Details** – *for each item on the purchase order, the following should be specified:*

- Product name
- Product code
- Unit price
- Quantity

**Other Details**

- Site name (e.g. where the equipment is going to be installed)
- Quotation reference (where applicable)

### Shipping Details

All CEM Systems prices are for Free Carrier Delivery (Incoterms FCA) unless otherwise stated. All orders must list **either** a line item for carriage as agreed in advance with CEM Systems **or** list account details for a courier you wish to use to ship the goods.

### Language and Currency

All purchase orders should be placed in English. All orders should be placed in the Currency agreed at Account Setup, STG (£), USD (\$) or EUR (€), unless previously agreed with the account manager. Any orders received in an alternative Currency to that agreed with CEM Systems cannot be accepted.

### Format of Purchase Orders

All purchase orders should either take the form of your standard purchase order template or, if you do not have a purchase order template, the company letter head. Verbal purchase orders or those in email format will not be accepted.

### Documentation

Where documents are required to accompany a delivery of goods a charge will be levied. This should appear as a line item on the purchase order. The cost of the EUR1 will be £30 and the cost of the Certificate of Origin will be £40. If additional documentation is required, please indicate this on your purchase order. Costs for additional documentation will be quoted on a case by case basis.

**ORDERS WHICH DO NOT ADHERE TO THE ABOVE REQUIREMENTS CANNOT BE PROCESSED**

**CEM Systems is not liable for any costs incurred as a result of errors on purchase orders**

For more information, please contact [cem.orders@tycoint.com](mailto:cem.orders@tycoint.com) or call 028 90 788502