

1. Purchase orders:

All orders must be submitted in the form of a fully completed Purchase Order (PO) by e-mail to orders@i3international.com or fax to 416-759-7776 / 1-888-222-0559. Any change in the order after the receipt of the PO must be accompanied by written notification from the customer. Any change may result in shipment delays particularly if the change requires an upgrade or change in components or software. POs must be received by 6:00p.m. (Eastern Standard Time) to be processed on the same business day.

2. Shipping costs:

Shipping to all customers in the United States and Canada will be collect (paid by consignee) including all brokerage, entry, taxes, import/export and other fees affiliated with shipment across the Canadian/US border. i3 will invoice the customer for the shipping costs if the customer does not opt to prepay or use its own shipping provider.

Standard ground shipping: Unless otherwise requested by the customer, all shipments will be scheduled for standard ground shipment. Standard shipping in Canada is normally within five (5) business days, save for any delays. Standard shipping to the United States is not guaranteed due to lack of control of Customs Canada and USA. Typically, standard shipments will arrive to the destination within seven (7) business days.

i3 will make every effort to maintain the above schedules for all customers, however, there may be delays encountered when clearing customs and during new hardware or software releases. i3 will notify all affected customers upon delay of an order.

Any extra costs incurred as a result of expedited shipments as requested by the customer will be borne by the customer.

Only under i3's Advanced Replacement warranty and Smart Subscription warranty will i3 pay standard ground shipping two-ways. Please see i3's Warranty & Customer Care Policy for more information regarding i3's freight policies for warranty replacements.

3. Shipment Turnaround:

i3 HVR//NVR, cameras, network switches, PoE, accessories, etc. will be shipped out within one (1) business day following the PO confirmation and SO approval by the customer.

All special orders (i.e. upgrades to standard spec system including POS licensing, extra hard drives, extra components, etc.) will be shipped out within five (5) business days following the PO confirmation and SO approval by the customer to allow for unit customization. This time may be extended depending on the order complexity.

Large orders from 10-15 units will be shipped out within approximately seven (7) business days following the PO confirmation and SO approval by the customer. If special components or software are required, the time frame for shipping may be extended.

High volume orders (16+ units) will be shipped out within approximately ten (10) business days following SO approval by the customer.

Orders are subject to credit checks prior to shipping. The customer will be notified of any delays by telephone or email.

4. Future Delivery:

Orders may be accepted with a future ship date of up to 3 months from the date of order entry. Partial shipment(s) may be made against the original order as long as all items are shipped within the 3-month period. Customers are required to pay full amount in advance for future orders.

5. Title and Shipping Claims:

Delivery of i3 System or parts to a carrier from i3's premises constitutes delivery to the buyer and title and all risk of loss or damage in transit shall pass to the buyer at that time. Any short-shipment claim will be verified, and legitimate claims will be processed as follows: credit will be processed against the original order for the number of items short-shipped. The buyer must submit a PO for the short-shipped items. If a new PO is not received, credit for product billed against the original order will not be processed. In no event shall i3 be liable for any direct, indirect or consequential damages, loss of anticipated profits, loss of time or any other losses incurred by the user in connection with any delays in shipping.