## VDRC of Vienna BioCenter Core Facilities (VBCF) Fly Extract Terms and Conditions

- VDRC Fly Extract is intended for use for scientific research purposes only.
- Fees are payable in advance only by wire transfer. Bank: Raiffeisenlandesbank NÖ Wien. Account owner: Vienna Biocenter Core Facilities GmbH. IBAN: AT09 3200 0000 1297 2022. BIC: RLNWATWW.
- Order cancellation with full refund is possible within 24hrs from the ordering date. Please contact office@vdrc.at.
- Invoice will be sent by e-mail.
- Shipping is only possible by FedEx or DHL. Delivery terms are ex works (Incoterms 2020). The recipient pays all transportation costs, applicable taxes and applicable customs duties. The recipient is responsible for providing a valid FedEx or DHL account number.
- The VDRC produces Fly Extract by a standardized protocol but does not guarantee that the extract is effective.
- VDRC Fly Extract is experimental in nature and may have hazardous properties.
- By ordering VDRC Fly Extract, the recipient understands and agrees that he/she takes the item "as is", and further agrees to defend, indemnify, and hold harmless the Vienna Biocenter Core Facilities GmbH/VDRC, and its officers, agents, and employees, with respect to any claims or causes of action of whatever sort, relating to the Center's provision of the extract(s) or the recipient's receipt, use, and activity with respect to such extract(s).
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- The VDRC takes no responsibility for the condition of the sent Fly Extract due to the shipment.
- The recipient is responsible for notifying the VDRC at office@vdrc.at at the time an order is placed of any documents that are required for clearing customs. The VDRC is not responsible for Fly Extract held in customs.
- If the order is ready to ship, but no valid permit is present, you will be informed via email. If we do not receive all the necessary documents within two weeks, the VDRC has the right to discard the order and it will not be refunded.
- If the package is refused or discarded at the customs (or at an import regulation agency) due to invalid import permit, VDRC will not replace the Fly Extract or the shipping costs.