



## TERMS & CONDITIONS

October 12, 2023, Rev. 42

### 1. DEFINITIONS

In these terms and conditions, "we," "our," "us," "MegaView," and "MegaView Science" refer to MegaView Science Co., Ltd. "BugDorm" is a registered brand of MegaView. "BugDorm Store" is an online store operated by MegaView. "You" and "your" refer to the buyer.

### 2. PRICING AND AVAILABILITY

Our product prices include charges only to MegaView's premises in Taiwan. Pricing (including products, shipping, handling, and surcharges) and product availability are in effect 14 days from the quotation date unless stated otherwise.

**NOTE** Orders shipped outside of Taiwan are subject to import charges, including but not limited to duties, taxes, fines, and surcharges levied by the destination country. Our prices do not include import charges, and we cannot predict or control these charges, either. The buyer or recipient is obligated to bear all import charges. After ordering, please provide relevant certificates if you are exempted from import charges. See Section 7, "CUSTOMS, DUTIES, AND TAXES," for details.

### 3. ORDERING

You can order online via the BugDorm Store or by contacting MegaView directly.

#### A. Ordering Online via the BugDorm Store

Please visit the BugDorm Store at <https://shop.bugdorm.com>

#### B. Ordering Directly from MegaView

Please specify product models, quantity, payment method, payment terms, shipping method, delivery address, billing address, and recipient's phone number required by the couriers. We'll then prepare a quote for you, including the shipping cost based on the package weight and shipping destination.

### 4. PAYMENT TYPES

You can use the payment type that meets your need or the institute's regulations.

#### A. Advance Payments

We prefer payments before dispatching the goods.

#### B. Delayed Payments (an extra 2% surcharge applies)

Payments made after the delivery of the goods are only accepted for purchase orders from governmental and academic institutions with a total amount (product value plus shipping) of less than USD 6,000 and orders of non-customized products. If you wish to pay after receiving the goods, please request a quotation from us. Please email the official purchase order issued by your administration after receiving this quotation. The payment terms must be indicated on your purchase order. Otherwise, we assume payment is due immediately at the time of delivery. Shipment will be arranged in three business days after receiving your purchase order if all desired products are sufficiently in stock.

## 5. PAYMENT OPTIONS

Both types of payment described in Section 4 can be made by one of the following options. Checks and money orders are NOT accepted.

### A. Credit Cards, Debit Cards, E-Checks, or PayPal Balance with PayPal

You can use credit cards and debit cards (a PayPal account is not mandatory), e-checks, or your PayPal balance to pay via PayPal:

### B. PayPal Website Payment

Suppose you check out online and select "Credit Cards via PayPal" as the payment method. In that case, BugDorm Store will forward your ordering information to PayPal's secure website at <https://www.paypal.com>. PayPal will then take over and walk you through the payment procedures. After the payment is completed, PayPal will bring you back to the BugDorm Store so that your payment information can be adequately logged into our system.

### C. PayPal Payment Request

Please specify an email address, and we will send a PayPal Payment Request to you. The link included in this email will take you to PayPal's secure website <https://www.paypal.com> and guide you through the payment processes.

Since we use PayPal as a payment gateway, MegaView keeps no record of your card credentials. Transactions will appear on your credit card statement as "PayPal \*BUGDORM."

**NOTE** PayPal may reject valid credit cards for various reasons. If you encounter difficulties with PayPal, please contact your card issuer to remove the blockage for international transactions or use one of the other payment options below.

### D. Direct Credit Card Payment

We accept VisaCard and MasterCard only when the invoice is less than USD 6,000. Please email or fax the following required information to +886-4-2462-2587. We will discard this information once we bill your credit card successfully:

- 1) Card Number
- 2) Card Expiration Date
- 3) Card Security Code
- 4) Card Holder Name

Transactions will appear on your credit card statement as "MegaView Science Co., Ltd."

**NOTE** There will be a difference between the invoice amount and the charge shown on your card statement due to currency conversions. You may also be charged an international transaction fee, which varies with the bank but is generally 1%-2% of the invoice amount. If the recorded payment must equal the invoice amount precisely, please use one of the other payment options. Alternatively, you can ask us to reissue the invoice with charges adjusted to match your credit card statement.

### E. Bank Transfer

A USD 30 surcharge will be added to any order with a total amount (product value plus shipping) of less than USD 500 to cover bank fees. Please mark our invoice number (13 digits starting with "SQ") as a note on the bank remittance form to help us process your order correctly. The following is the information required when wiring the fund to us:

<b>Bank Name:</b>	<b>Mega International Commercial Bank, North Taichung Branch</b>
<b>Bank Address:</b>	<b>No. 96, Sec. 3, Taiwan Blvd., Taichung 407602, TAIWAN</b>
	<b>Tel: +886-4-2311-5119 / Fax: +886-4-2311-6002</b>
<b>SWIFT Code:</b>	<b>ICBCTWTP037</b>
<b>Account Number:</b>	<b>03709012000</b>
<b>Account Name:</b>	<b>MEGAVIEW SCIENCE CO., LTD.</b>





**NOTE** Our account is an 11-digit number, 03709012000. Do not miss the leading and trailing zeros. Additionally, when filling out the bank remittance form, please ensure that you print our account name precisely as MEGAVIEW SCIENCE CO., LTD. on the bank remittance form's account name or beneficiary line. Any variation will result in funds being rejected by the bank. Please avoid using incomplete or incorrect account names, such as:

**MEGAVIEW** (*incomplete*)  
**MEGAVIEW SCIENCE** (*incomplete*)  
**MEGAVIEW SCIENCE CO.** (*incomplete*)  
**MEGA VIEW SCIENCE CO., LTD.** (*incorrect*)  
**BUGDORM** (*incorrect*)  
**BUGDORM STORE** (*incorrect*)  
**BUGDORM MEGAVIEW SCIENCE** (*incorrect*)  
**BUGDORM MEGAVIEW SCIENCE CO., LTD.** (*incorrect*)

## 6. SHIPPING

Our premises are located in Taiwan. When ordering from MegaView, the buyer must ensure that the products can be legally imported to the destination country. The parcel recipient is considered an importer and must comply with all laws and regulations of the importing country. MegaView assumes no responsibility for customs-related obstacles. See Section 7, "CUSTOMS, DUTIES, AND TAXES," for more information.

Please specify the delivery address, recipient's name, and phone number to ensure delivery. We will mark each shipment with information as supplied. The four shipping options are FedEx International Economy, FedEx International Priority, DHL Express, and Express Mail Service (EMS):

- FedEx International Economy   
Estimated delivery time: 4-6 business days
- FedEx International Priority   
Estimated delivery time: 2-4 business days
- DHL Express   
Estimated delivery time: 3-5 business days
- Express Mail Service   
Estimated delivery time: 5-7 business days

After receiving payment, most orders are shipped within three business days, excluding weekends and holidays. Since postal regulations on package weights and sizes vary with country, orders shipped by EMS may be packed into several boxes and dispatched separately. These boxes may not arrive at the same time. Also, delivery by any method may be delayed for customs clearance. If the package has not arrived within one week of the due delivery date, please inform us so that we can initiate an investigation.

**NOTE** Please provide your physical address precisely. In most cases, FedEx and DHL do not accept PO Boxes as delivery addresses. MegaView is not responsible for delivery issues if the address you provide is incorrect or undeliverable.

## 7. CUSTOMS, DUTIES, AND TAXES

All international shipments are subject to import charges (including duties, taxes, fines, and surcharges) imposed by the destination country. Import charges are assessed based on the information provided on the commercial invoice and other relevant documents. The buyer or recipient is accountable for all import charges and may be required to pay these fees upon delivery. MegaView cannot estimate or influence these charges.

When ordering, please email or fax us applicable exempt certificates or other supporting documents to prevent import charges. These certificates, however, do not guarantee exemption from import charges. Please check with your local customs office or tax authority for exempt eligibility.

Some countries demand payment of duties and taxes before customs release. In this case, a courier may expedite delivery by advancing the necessary amount on your behalf. For example, suppose FedEx ships your order. The recipient may not be required to pay import charges upon delivery. The recipient's obligation may delay until FedEx sends an invoice for the advanced fees depending on your agreement with the courier.

The US customs commonly classify MegaView's products as "Other Articles of Plastic," with an HS code of 3923.10.90.00 and a 3% to 5% duty rate. HS code classification may change with time. Actual duty and tax rates also vary with country and region. Please consult local customs or tax authorities for information specific to your condition.

## 8. CANCELLATION

All orders can be canceled and refunded fully before the courier picks up the packages from our premises. Orders canceled after the parcels have left MegaView are considered the buyer has rejected the shipment. In such a case, two scenarios will affect how much we can refund.

### A. Cancel before parcels loaded on the courier's aircraft

Suppose we can retrieve the packages from the courier before they load them on their airplane. In that case, we can refund your expenses unless the processing fees have been generated on the courier's side. Those processing fees will be deducted from the refund amount.

### B. Cancel after parcels loaded on the courier's aircraft

Suppose the packages have been loaded on the courier's aircraft. In that case, we won't be able to call a halt until the shipment reaches the courier's destination sorting facility. Your customs authorities will still bill you for the import charges. In such case, we can only refund the amount you paid minus the import charges and shipping cos. You'll also be responsible for the shipping cost of the rejected/returning packages.

## 9. RETURN

MegaView allows most products to be returned for a refund as long as the item has not been discontinued and its plastic wrapping is unopened. Claims for refunds should be made within one month of receiving the products.

When you need to return a product to us, please request an invoice from us and send the products, at your cost, to the following address:

MegaView Science Co., Ltd.  
Warranty Return  
No. 656-2, Fuya Rd., Taichung 407008, Taiwan  
P: +886-4-2462-2586 / E: info@megaview.com.tw

You will be notified as soon as your return is received and inspected. You can expect the refund to be credited via your original payment method one week after the return shipment arrives. However, the actual turnaround time for refunds depends on the banking institutions making the funds available. Note that the shipping costs are not refundable. Buyers are also responsible for any fees levied as the return parcels enter Taiwan.

## 10. WARRANTY

All shipments are packed to ensure safe transport under ordinary handling. MegaView is not liable for damage, loss, or delay caused by events it cannot control. These include but are not limited to faulty use, Force Majeure, or acts of public authorities.

Please carefully check the products as soon as you receive the shipment. If parts are missing or the products are defective on arrival, do not return them to us. Instead, inform us of the issues (provide pictures of the evidence if possible) and send us proof of purchase (invoice or email exchange) within one month of receiving the products. We will send the replacement parts to you, at our cost, as soon as possible.

**NOTE** Our products are not meant for applications not specified in the product documentation. Our offer for free replacement of missing parts and defective products applies only to the original buyer from MegaView and is not transferable.