



GILGAL Power Systems Ltd.

Service Level Agreement

1. For purposes herein, "GILGAL POWER SYSTEMS LTD. and its subsidiaries are collectively referred to as "GILGAL". The applicable Web site is referred to herein as the "Site."
GILGAL Web site is owned and provided by Gilgal from its offices at Hamazmera 3 st. Nes Ziyona, Israel.
If you may have any questions regarding this site or its product, please reach us at +972-77-216-6678 or through our email: office@gilgal.co.il.
We appreciate your interest in our products and your visit to our web site, www.gilgal.co.il
2. This Service Level Agreement (SLA) includes the entire product line of GILGAL.
3. Gilgal's products are developed by the company finest experts, and are design to meet all the information given on the data sheet. Nevertheless product specification, design and prices might change sometime, as we are continuously trying to improve our product. The information advertised in the site will be the updated one. We may update it at any giving time without any prior notice, so you are kindly asked to verify the validity of the specifications before completing your order. In case a product was ordered prior to an update, it will be completed and manufactured exactly as it was at the time of the quote.
4. While completing the order, you are kindly asked to specify the exact Revision of the product you order.
5. All price quotes are valid for 20 days only, unless otherwise mentioned on the price quote.
6. Unless otherwise expressly specified by an agreement, products will be shipped from Gilgal office. Prices quoted, do not include shipment cost.
7. Gilgal is obligating to try and provide its products components with the most updated and current D.C from the order confirmation date sent by Gilgal. Active components will have a D.C up to 2 years from the order confirmation date, while, passive components will have a D.C up to 4 years from order confirmation date. In an event that a certain component could not be obtain under these regulations Gilgal will exceptionally use a later D.C.
8. The products offered by Gilgal are offered with a twelve months limited warranty. The twelve months period will start from the day that the product was received by the customer. Gilgal warrants that within this period all items will be free from significant defects in material and will function properly. This warranty will not be valid in case the product will have a clear or obvious proof that it was attempted to be modified or repaired by someone else then Gilgal or anyone that was assigned by Gilgal.
9. Cancellation of an order is possible only until a Sales order confirmation is issued by Gilgal. That will occur as soon as a purchase order will be received. In any event of cancellation after the SO was issued, at least 85% of the agreed price will have to be paid, unless otherwise expressly mentioned on the SO.



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10. In no event shall Gilgal be liable for any lost profits, lost data, any business interruption, and equipment downtime or for any indirect, incidental, special or consequential damage of any kind arising out of or relating to Gilgal's products, whether based on warranty, contract, tort or any other legal theory. Even if Gilgal has been advised of the possibility of such damages, Gilgal's total cumulative liability in connection with these terms shall not exceed the total amount the customer paid for the related product.
11. The terms under this SLA will reflect any order made with Gilgal, regardless to all communication made between Gilgal and its customer prior, unless specifically detailed otherwise in the order confirmation sent by Gilgal