

## Distribution policy

1. TBRC assumes that the customer respects and acts in compliance with the Convention on Biological Diversity.
2. The customer is responsible for appropriate handling of the materials. The customer will ensure that the received materials will be processed by qualified personnel in an appropriate laboratory environment. TBRC reserves the right to survey new customers concerning their legal status, authorization, expertise and facilities.
3. The customer shall accept the terms and conditions in the Material Transfer Agreement (MTA) or other contracts under which TBRC operates.
4. The customer shall use and handle materials in compliance with all applicable laws and regulations.
5. The customer is responsible for obtaining all relevant documents required to receive materials. The customer shall inform TBRC of any related procedure or submit relevant documents to TBRC.
6. The customer shall provide payment as indicated in the invoice. The bank transfer fee shall be paid by the customer.
7. Disclaimers
  - 7.1. TBRC shall not be responsible or liable for any loss, damage, delivery delay of the distributed materials arising from any cause beyond TBRC's reasonable control including, without limitation, Acts of God, disaster, fire, flooding, explosions, war, riots, civil disorder, strikes, lockouts, labor disputes, non-delivery of raw materials or any other contingency.
  - 7.2. TBRC shall reserve the right to give no refund except when the material is not available for distribution. TBRC will process the refund within 7 working days after notifying the customer.