

Terms and conditions of membership scheme and service

- 1) Registered users under membership scheme are entitled to get the offered package.
- 2) Registered users will have the opportunity to be trained and to operate the equipment.
- 3) Service will be arranged after a reservation or service form is received. However, the service will be provided based on the availability of operator and equipment.
- 4) All registered users will be notified if the equipment is not able to be operated for the period up to 2 months. It is worthy to note that certain equipment need to be shut down for long period for the maintenance, repair or calibration.
- 5) Users must understand that the delay in completing the service may occur due to the unexpected circumstances such as a delay in the delivery of materials, gases, shortage of operator etc.
- 6) Process will be done based on the standard procedure. Any change in the process need to be approved by the head of nanofabrication laboratory.
- 7) Any issue or complaint on the quality of process need to be discussed and settled with the head of nanofabrication laboratory.
- 8) The quality of process and service is strongly depended on the capability of equipment. Users should understand that the quality may not reach the expectation due to the limitation of the equipment. In this case, the agreed service fee still needs to be paid.
- 9) Consultation regarding to the process will be provided by the head of nanofabrication laboratory.
- 10) Users must abide the rules and regulations of nanofabrication laboratory.