

The purpose of the service

This service is intended to provide speedy guidance or to suggest possible solutions or preliminary consultation on the direction to solve a technical or business challenge.

How to use this service

What happens once you submit your question?

As soon as you click on the “Submit” button, the Quarkonics core team receives a notification of a new question, along with all the details that you have provided.

Our team reviews your question and any attachments in your message. If required, we may follow up with you for additional details. Based on the subject matter, we forward your question to a subset of experts from our 300+ network of scientists. This ensures that your question is received by the experts who are best qualified to help in the field.

If our experts are unable to help with a solution, we will notify you via email.

If our experts are able to help, we work with them to determine the complexity of the problem. This helps us arrive at the cost and time estimate for the process. Note that this estimate can vary based on how complex the problem is, the amount of effort needed for investigation, and the uniqueness of the proposed solution. In other cases, the problem may require a brainstorming session with your team and our experts, and you will be quoted accordingly.

We will then reach out to you with an initial assessment and estimate, our quote, and further payment instruction. As soon as the payment is processed successfully, our expert will start work on your question and provide a best possible response.

During this time, we may reach out to you for additional clarifications, scheduling conference calls / site visits, etc, if needed.

Terms and Conditions

This is an Agreement between you- the user who is submitting or have submitted a question to Quarkonics on the website or through email or through a telephone conversation with office address and other details as required- and Quarkonics Applied Research Corporation, a Michigan corporation with an address at 440 Burroughs #649 Detroit Michigan 48202. By

submitting a question to Quarkonics, you agree to the terms and condition in this document. These terms and conditions will be effective from the date of submission of the question and will be final and binding upon both parties. Your submitted question and information will remain in our database.

1. These Terms and Conditions are effective on the date of release on our website. Quarkonics can change the terms of service at any time without notification. You should use the latest version published on our website for reference.
2. The scope of “Ask the Innovators” service is limited to preliminary consultation on solving a technology or business problem asked in the submitted question.
3. We reserve the right to respond or otherwise to your query. We are not obliged to respond until the payment is made.
4. Deliverable: our response to your query can be in the form of an email, a presentation, an excel file, or a pdf document with general direction or possible solutions to solve the problem.
5. Billing and Pricing:
 - a. No cost involved in submitting a question. We will provide you a quote for the R&D service.
 - b. The cost that we quote for a response to your question is based on our initial assessment of the scope of the problem, which will be documented in a communication to you. You are not obliged to pay if you do not agree with the cost, and you will not receive a response.
 - c. Work on the question will only start once the payment is received.
 - d. The cost will be non-negotiable and the payment will be non-refundable.
 - e. In case our team needs to travel to your site or offices, you agree to reimburse all travel costs.
 - f. Any other expenses such as material purchase, shipping, etc will be charged at actuals. The preliminary consultation will not include prototyping or an R&D project requiring purchases requiring large amounts.
6. Please note that our suggested response or solution is a best faith result of our analysis, based on the information provided by you. Quarkonics is not liable for any damage to your property, infrastructure, or business due to our suggested solution because the success depends on the implementation and proper risk management.
7. The ideas and recommendations provided by this process is the property of Quarkonics. We reserve the right to use the recommended solutions in our products, or share the recommendations with other clients in similar situations or circumstance, as long as the

recommendations do not include any information specific to you or your organization. However, if there is intellectual property (IP) creation involved as part of a R&D process, you can negotiate ownership of the IP during initial discussions.

8. Confidentiality: Quarkonics will not share your identify, or details of the problem submitted by you, or any company or product specific information, to our other clients. All your data will be maintained in the strictest confidence. Scientists and experts in our network sign a confidentiality and nondisclosure agreement with Quarkonics.
9. We may include your company name in the list of clients on our website. By submitting the question you are giving us the right to include your name in our client list.
10. During the entire process, you will be communicating with Quarkonics core team and not directly with the scientists to ensure integrated, faster, and secured communication. To ensure further confidentiality, the scientists will not know which clients have submitted the question they are responding. However, as a user, you are responsible for not submitting any sensitive or critical information to Quarkonics website.
11. After using this service you will get a general direction to solve a problem. At that stage, you may decide to work with Quarkonics to investigate further or to implement the solution. This will be covered in a separate agreement.
12. In case of a delay in providing a response by the estimated date, Quarkonics team will reach out to you with revised time estimates. Quarkonics will not be liable for any damages to your business, property, or infrastructure due to such delays. Quarkonics will also not refund the payments unless Quarkonics determines that we are unable to provide an appropriate response to your query.
13. Notwithstanding the foregoing restrictions, Quarkonics may use and disclose any information to the extent required by an order of any court or other government authority or as necessary to protect its interest in this Agreement.
14. The obligation imposed under this Agreement shall survive the termination or expiration of this Agreement.
15. Any litigation arising between the parties in relation to the Agreement shall be initiated and maintained in the Circuit Court of the County of Oakland, Michigan, or the US District Court for the Eastern District of Michigan, Southern Division and the parties hereby irrevocably submit to the exclusive jurisdiction and venue of such courts.
16. This Agreement shall not create any rights or benefits to parties other than user and Quarkonics Applied Research Corporation.

Last revision date: Sunday, July 23, 2017