



3505 Hutchinson Rd., Cumming, GA 30040

1-800-633-0405 fax: 770-889-7876

[www.automationdirect.com](http://www.automationdirect.com)

## **Ways to Order**

### **Five ways to order:**

1. Online
2. Phone
3. Email/Fax
4. Mail
5. EDI

### **Online orders**

Ordering online is the fastest, most efficient way to place an order. To keep pace with technology and the needs of our customers, we're continually improving and adding new features to our Web site. At [www.automationdirect.com](http://www.automationdirect.com), our online store, you will see our full range of products.

### **Ordering via our Web site (U.S. and Canada customers only)**

New and existing customers can place orders via the Web site for direct shipment (in the USA and Canada). New customers are assigned an account number during registration, whereas existing customers need to use their established account numbers. Your account number can be found on any statement, invoice, packing slip or other related material. If you need to verify this number, please contact the Web Help Desk (call 1-800-633-0405, and choose Online Store Help). Customers must supply a valid U.S. or Canadian billing AND shipping address, phone number, and email address for your order to be accepted. Orders are processed and shipped from our Cumming, GA facilities except for certain large items, which are shipped from their respective manufacturers. All payment is accepted in U.S. dollars only. Canadian customers can choose shipping options that can save money. All orders, billing, or shipping correspondence should be directed to [ar@automationdirect.com](mailto:ar@automationdirect.com) or:

Accounting Dept, AutomationDirect.com  
3505 Hutchinson Road  
Cumming GA 30040

### **Ordering via our Web site (outside the U.S. and Canada)**

If you are outside the USA or Canada, you can place an order request through our store, however, we do not fulfill the order and prices shown in the store do not apply. Your order will be forwarded (via an e-mail message) to the international affiliate closest to you. This may be within your country of origin or in a nearby country. The international affiliate will contact you with details about your order, pricing and their terms and conditions. If you wish to continue with the order, any arrangements and contracts made are strictly between you and the contacting affiliate. These affiliates provide both products and technical support. Note: Due to contractual agreements with some of our suppliers, not all products we offer are available outside the U.S.

We forward or respond to all international orders, but we cannot accept any responsibility or provide technical support for orders placed through our international affiliates. To view the list of international affiliates, visit our site and click on "Contact Options" in the footer, then "ALL International Sales" tab.

### **E-commerce pricing**

All prices reflect U.S. dollars, the only currency in which we trade. We have made every effort to match the prices of our online store with our printed catalog. In the event a price does not match, the price in the most current Price



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List is in effect. Also, any terms as printed in our catalog or addendum override any direct or implied terms on the Web storefront.

### **Online order processing**

Your order is entered into our business system automatically. You will receive an order confirmation (to the e-mail address provided) after we receive your order. In general, we ship parts from our Georgia warehouses within one business day if received before 6 p.m. EST on a business day (see Ordering Deadlines chart for your destination for exceptions). Vendor-shipped items from suppliers have early order deadlines for items with same-day shipping. You will receive a shipment confirmation email when your order is shipped (if you have chosen this option online under "My Account - Preferences/Email Options").

### **Phone orders**

Our goal is to answer your call in the shortest time possible. Historically, over 90 percent of our callers have waited less than 3 minutes on average before they talk to a representative. (However, be aware that call volume is heaviest between 12 and 5PM EST) Sometimes we do get extremely busy, and we cannot answer your call right away. In these cases, please wait in the queue for the next available representative. If for some reason we can't answer the call, or you need to hang up the phone, just leave a voicemail message. We return all phone messages the same day. Call us toll-free at (800) 633-0405 for Customer Support to assist you, Monday-Friday from 9 a.m. to 6 p.m. Eastern Standard Time (EST). When you place an in-stock order by 6 p.m. EST, it generally leaves our Cumming, GA, warehouses within one business day (see Ordering Deadlines chart for your destination).

### **Email or fax orders**

Our fax machines and email are available 24 hours a day, seven days a week. If you order over a weekend or on a national or company holiday, your order will not be entered until the next business day. If you use your standard company order form, be aware that our terms and conditions will still apply. Our goal is to enter all orders the same day they are received. You will receive a faxed or emailed confirmation of your order. Our fax number for Customer Support is (770) 889-7876. Email is [orders@automationdirect.com](mailto:orders@automationdirect.com).

### **Mail orders**

Use your company form and mail to: Customer Support. AutomationDirect.com Inc. 3505 Hutchinson Road Cumming, GA 30040

### **EDI**

Available on a limited basis. Call for details.

### **Ordering Deadlines**

In general, orders for in-stock items shipped from our Georgia warehouses are shipped within one business day if received before 6 p.m. EST, if paid with credit card or approved credit. However, there are carrier, product, destination, and shipping origination (vendor-shipped) restrictions and exceptions that may require different order cut-off times. If your order is time-sensitive, be sure to review the Ordering Deadlines chart for your destination.