

Any International Shipping

International Shipping Terms

If order is placed using one of the brokerage service offered by AutomationDirect, orders will be shipped FCA Buyer's premises. Buyer shall have no liability for delays, damage, or delivery failures occurring after the product is delivered to the carrier. Seller is solely liable for demurrage charges assessed at the destination. Product shortages and visibly damaged or defective products must be reported to Seller within 48 hours of delivery. Buyer may not withhold payment on uncontested product deliveries. This includes vendor-shipped items. Brokerage services are only available when shipping to Canada.

If orders are shipped non-brokered, then the shipment will be sent FCA Seller's premises. AutomationDirect shall have no liability for delays, damage, or delivery failures occurring after the product is delivered to the carrier. Buyer is solely liable for demurrage charges assessed at the destination, along with brokerage, duties and taxes.

Product shortages and visibly damaged or defective products must be reported to Seller within 48 hours of delivery. Buyer may not withhold payment on uncontested product deliveries. This includes vendor-shipped items.

Export Regulations

AutomationDirect ships/exports its products in accordance with U.S. law. Diversion by AutomationDirect customers contrary to U.S. law is prohibited. To obtain more information on countries and parties prohibited for export, please visit:

<http://www.bis.doc.gov/complianceandenforcement/liststocheck.htm>

Freight Forwarders and Hand Carry

Please review the Freight Forwarders and Hand Carry policy on page TAC-26 if you plan to use either of these delivery methods.

We do not ship to individual customers outside the U.S. or Canada. To view the list of international VARS, visit our Web site and click on "Support", then "Contact Us", then "ALL International Sales".

Freight Forwarding and Hand Carry

Use of a Freight Forwarder to ship your order to or through or hand-carrying items internationally may result in scenarios not covered by AutomationDirect.com. Please read below for more information and details on what is and is not covered for these scenarios.

If a freight forwarder is used as the buyer and/or consignee or hand-carrying is used, the following terms and conditions will apply:

* Any damage, defective, lost or missing pieces discovered after delivery has been made to either you or your designated freight forwarder must be reported within 48 hours of the package being delivered to you or your designated freight forwarder.

- After 48 hours, AutomationDirect will no longer be responsible for any damage, defective, lost or missing pieces that occurs to items after they are delivered to you or your designated freight forwarder.

- This means that AutomationDirect will not be able to provide a replacement of, or refund for, any items delivered to you or your designated freight forwarder.

- Please instruct your freight forwarder to inspect all packages before accepting and to refuse any packages that arrive damaged. Any items lost or damaged once the freight forwarder has taken possession of the package(s) will be your or your designated freight forwarder's responsibility.

* If you or your designated freight forwarder use a domestic United States address, purchase goods from AutomationDirect.com to be shipped to a United States address, and then export the goods, you or your designated freight forwarder are to be considered the exporter of record and USPPI (United States Principal Party of Interest) and are solely responsible for compliance with all applicable export and import regulations including but not limited to all United States export regulations as well as all import regulations of the destination country.

- When exporting from the United States products, technologies or software that you have purchased from AutomationDirect, it must be done in accordance with the U.S. Export Administration Regulations as well as the import regulations of the destination country. Diversion contrary to U.S. law is prohibited.

- AutomationDirect must not be listed on any export documentation (i.e., export declarations, commercial invoices, packing lists, waybills, AES filings, etc.).

- You or your designated freight forwarder are also responsible for following all IATA/ICAO/IMO rules and regulations for transporting any dangerous goods or hazardous material internationally.

- It is your responsibility to ensure the most current United States address of your designated freight forwarder is used.

- You or your designated freight forwarder will also be responsible for any and all applicable Local, State and Federal taxes.

* If you or your designated freight forwarder does not have a United States residence and purchase goods from AutomationDirect.com to be shipped to a United States address, you or your designated freight forwarder may not export the goods without prior written authorization from AutomationDirect.com. Request to export need to be sent to

LogisticsCompliance@automationdirect.com.

* Products that are not exported directly from AutomationDirect.com, which you export yourself or through a freight forwarder may not be returned directly to AutomationDirect.

* Drop Ship Items offered through authorized representatives that are exported by you or your designated freight forwarder fall under the same terms and conditions mentioned above.

AutomationDirect applies sales and use tax based on the jurisdiction in which the freight forwarder resides.

You can request a tax refund for purchases fulfilled by Automationdirect.com and delivered to a valid freight forwarding company.

To request a refund, use the following instructions:

1. Tax refunds can only be requested for shipments fulfilled by AutomationDirect and delivered to a licensed customs broker or forwarding agent.

2. Support documentation must provide evidence your freight forwarded items shipped to a location outside the United States.

What documentation is required? AutomationDirect requires copies of bill of lading or air way bills for items shipped by a freight forwarder. Documents must display the location of delivery as evidence of their final destination. We do not accept word documents, pictures of shipping labels, or mobile screenshots.

Where do I send my documentation? Send scanned copies in PDF format along with your order number to

salestax@automationdirect.com