Notices

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These Terms and Conditions supercede all previous publications' Terms and Conditions.

Terms and Conditions - Ordering Options

Five ways to order

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

1. 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, 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 in order 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 (see TAC-7). All orders, billing, or shipping correspondence should be directed to:

Accounting Dept, AutomationDirect.com

3505 Hutchinson Road • Cumming GA 30040

or ar@automationdirect.com

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 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").

2. 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)*.

3. 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.

4. Mail orders

Use your company form and mail to:

Customer Support.
AutomationDirect.com Inc.
3505 Hutchinson Road
Cumming, GA 30040

5. 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.

Terms and Conditions of Sale

This document supercedes all previous publications. Our terms and conditions apply to ***all*** orders. We ***do not*** accept any deviations from our terms. If your P.O. or other correspondence lists terms that are different from ours, we may process your order, but we do not accept the terms. We reserve the right to change our terms and conditions of sale at any time and without prior notice. Terms and conditions in effect on the day an order is accepted shall apply without deviation. If you have any questions about whether the terms and conditions in this desk reference are still in effect, please inquire at the time you place your order. All orders are subject to acceptance by us at our company headquarters.

Security interest

We maintain a security interest in our products. We reserve the right to repossess any equipment for which we have not been paid. This includes products that have already been shipped to an end customer, either individually, or as part of a machine or process.

Taxes and Other Fees

CUSTOMER IS RESPONSIBLE FOR PAYMENT OF ALL APPLICABLE STATE AND LOCAL TAXES/FEES, OR FOR PROVIDING A VALID SALES TAX EXEMPTION CERTIFICATE. Reseller or exemption certificates can be submitted online or during webstore checkout. It is ultimately the customer's responsibility to ensure appropriate sales and use tax has been collected or remitted to your respective state when applicable.

Receiving shipments

Please inspect all deliveries promptly. You must notify us within 48 hours of receipt with reported discrepancies or shortages.

Stock Status and Backorders

For online customers, we show item availability on our product pages and shopping cart so that you will know if the product is available. *Online, stock status is calculated at the time the Web page is generated. If you place the order a significant time later, it would be advisable to check again just before order placement*. You may order an item that is temporarily out of stock.

If an item is not in stock, it will be placed on backorder and shipped when the item is available via the same method as the original order.

Any items that ship directly from Marathon or Leeson will ship complete upon availability.

We make every attempt to calculate and present an expected shipment date for backordered items, shown in our store shopping cart. Expected ship date is based on the best information available at the time the cart page was generated. If "expected ship date cannot be determined at this time" is displayed, we do not have enough information available to generate a date. If necessary, please call our Customer Support team for additional details. Please note that the dates are not guaranteed and AutomationDirect cannot be held liable if the date is not met. The information is provided for planning purposes only. This data could change at any time before you submit your order.

You may cancel a backorder at any time prior to shipping (with the exception of some special orders) by contacting us at orderinquiries@automationdirect.com or call 800-633-0405.

Changes to orders

Our highly automated order system has a very short time span in which to make any changes. Once your order has entered the processing cycle, we cannot accept changes. If you need to make a change, please call immediately; do not rely on an email request. Customer Support will assist if possible, but please understand they are not able to help in all cases.

Purchase orders

We do not require confirming P.O.s for telephone orders, but if your company policy requires it, please ensure it is clearly labeled as a confirming purchase order. Please remember, only *our* terms and conditions will apply.

Business hours

Monday — Friday • 9 a.m. — 6 p.m. EST

Call during business hours, or order online, email an order or leave a message at any time.

Company address and contacts

Mail:
Automationdirect.com, Inc.
3505 Hutchinson Rd.
Cumming, GA 30040

Remit to:
Automationdirect.com, Inc.
P.O. Box 402417
Atlanta, GA 30384-2417

Customer Support/accounting phone:
800-633-0405

Accounts receivable:
770-889-7588

General accounting fax:
770-781-0564

Credit:
Fax: 770-844-4213 or
credit@automationdirect.com

Customer Support fax:
770-889-7876

Customer Support email:
orderinquiries@
automationdirect.com

Returns fax:
770-889-8672

Returns email:
ra@automationdirect.com

Tech support phone:
770-844-4200

Tech support fax:
770-886-3199

International:
770-889-2858

Web site:
www.automationdirect.com

If you have a question about online ordering during normal business hours, call 1-800-633-0405, and choose the option for Online Store Help.

CAGE Code

For government or defense agencies doing business with AutomationDirect, the CAGE code (Commercial and Government Entity Code) is: 04YE1

Orders processed

If you are placing an online order, and there are no credit or shipping issues, the order will be entered as soon as it is received. For emailed orders, our goal is to enter all orders the same business day they are received. Orders faxed and e-mailed overnight, on weekends and on national and company holidays will be entered the next business day. Please note that new customer orders may require verification that could result in a delay in processing. Also, if your credit card is declined for the order amount, your established account goes over your limit, or a payment is past due, your order may be delayed.

Shipping Options - Continental U.S.

Shipping carriers

AutomationDirect utilizes our choice of carrier for the default shipping methods for all orders. All shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number. *(Orders requesting the use of customer shipping accounts are only accepted for shipment via UPS or FedEx.)* For certain heavy orders, we use LTL carriers. LTL freight charges for additional services such as lift gate or residential, where applicable, are added to your invoice. *All items ship from USA warehouses.*

Shipping methods

- **Best Way (2-day delivery) *** - We use a mix of FedEx services that allow us to make delivery within 2 business days (or less, depending on destination), for in-stock items. This method is free on orders over $49, and $10 flat fee for orders $49 and under.

  *** Days to delivery are calculated based on regular business days and do not include weekends or holidays. Some LTL and vendor-shipped items have longer transit times and may not meet 2-day delivery schedule.**

- **LTL** - Certain items and orders must ship out less-than-trailer load (LTL). Items shipping LTL directly from an AutomationDirect warehouse or from one of our vendor-shipped suppliers will be shipped via FedEx Freight Priority. Any order with an LTL item will automatically be converted to ship out LTL. In order for items to ship separately from the LTL item, you must place separate orders. For any LTL order, additional charges may apply for residential deliveries as well as those needing a liftgate. The customer is responsible for contacting the carrier prior to delivery to make arrangements for time or day specific deliveries. The customer will also assume responsibility of any additional charges on redelivery of shipments where FedEx attempts delivery and delivery cannot be made due to consignee. For transit times from our Cumming, GA location, visit:
  FedEx Transit Time Map. at http://bit.ly/fxtrmap

Other shipping methods include the following options, which you can choose if you need a specific delivery time or you are charging to your shipper account. Applicable shipping charges will be added to your invoice or applied to your shipper account.

- **FedEx First Overnight®**- first thing the next-business-day morning.
  (Next-business-day delivery by 8, 8:30, 9 or 10 a.m., depending on destination ZIP code) For complete details, please visit:
  FedEx Shipping Options at http://bit.ly/fxusa
- **FedEx Priority Overnight® -** next-business-day morning.
  (Next-business-day delivery by 10:30 a.m. to most U.S. addresses; by noon, 4:30 p.m. or 5 p.m. in remote areas; by noon, 1:30 p.m. or 4:30 p.m. on Saturday). For complete details please visit:
  FedEx Shipping Options at http://bit.ly/fxusa
- **FedEx Standard Overnight®** - next-business-day afternoon.
  (Next-business-day delivery by 3 p.m. to most U.S. addresses; by 4:30 p.m. to rural areas). For complete details, please visit:
  FedEx Shipping Options at http://bit.ly/fxusa
- **FedEx Custom Critical®** - Direct, door-to-door, shipping in exclusive-
  use vehicles, available to any address, at any time. Freight and Small
  Package options available. For complete details, please visit:
  FedEx Shipping Options at http://bit.ly/fxusa
  This option is only available for phoned-in orders and is not available for vendor-shipped items.
- **FedEx Express Freight Services®** - Time-definite delivery of palletized freight overnight or in 2 or 3 days. Shipments are rated based on distance and billable weight, not on lanes. There are no hidden charges and lift-gate service is complimentary. For complete
  details, please visit :
  FedEx Express Freight at http://bit.ly/fxxfru
  This option is only available for phoned-in orders and is not available for vendor-shipped items.
- **FedEx Freight Priority®** - All shipments leaving the Cumming, GA location that are shipping freight will be shipped out as Priority. In addition customers may choose to add an A.M Delivery to freight for an additional charge. (Early delivery by 10:30 a.m. on the standard delivery date and is backed by a Money-Back Guarantee.) This service is only offered to select zip codes. To determine if your zip code is valid and for complete details please visit:
  FedEx Transit Time Map at http://bit.ly/fxtrmap for transit times
  FedEx Zip Code Check at http://bit.ly/fxzip for available zip codes
  FedEx Freight at http://bit.ly/fxusf for freight details

UPS Ground - If you require your order to be shipped via UPS, you will need to supply your UPS account number. This is the only UPS shipping option available..

We do not guarantee delivery times of the carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.

We do not ship orders COD; we do offer prepayment by a number of methods.

We do not ship on Saturday, Sunday or national or company holidays.

ATTN: Most items can be shipped to most addresses via most shipping options, however certain restrictions may apply which include:

Vendor-shipped Items: Limited shipping options available

Large/Heavy/Oversized Items: LTL Only items are not available to all locations and may not always be included in free shipping options. Carrier restrictions apply and limited shipping options available.

Zip Code: Air services vary by zip code. Check delivery services for your area before ordering. Extended service areas, extreme rural areas and limited access areas may incur Carrier Restrictions and shipping limitations.

Dangerous Goods: Carrier and government restrictions may apply and (includes, but not limited to Lithium Batteries and/or products containing lithium batteries as well as spray paint).

Shipping Options - Continental U.S.

Insurance

Because we ship FOB origination within the U.S, the risk of loss transfers to you when we deliver the goods to the carrier. Insurance is available at your expense to insure against loss or unusual damage (*not currently available for online orders*). **It is not included in the shipping charges.** Your Customer Service teamer can calculate the cost of insurance at the time you place your order; the charges will be added to your invoice. Additional insurance is not available for LTL shipments since maximum liability under those companies easily covers the value of our products.

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.

Tracking Shipments

Tracking numbers are available soon after we release your order from our facility (tracking from vendor-shipped locations is not available online). The order cannot be tracked until the carrier has initially scanned the package at their facility *(generally after 9 p.m. EST on shipment date)*. To track your order online, log in at our Web site, choose "My Account", access the appropriate order and click the "Track It" button when available. Or, you can obtain your tracking number from your shipment confirmation email (when this feature is enabled under "My Account - Preferences/Email Options") and check status on carrier Web site.

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

Concerns

If you think your shipment is past due or incomplete, please consider these items before you call to check on the order:

- Allow ample time for delivery. Some carriers schedule multiple deliveries . Track your order online *(see instructions above)*.
- Check with your receiving department. Many times the receiving department failed to deliver the package or notify the recipient.
- Check the package for any small items buried in packing.
- Please inspect all deliveries promptly. You must notify us within 48 hours of receipt with reported discrepancies or shortages.
- If you have received tracking information and have not received your order within reasonable expected transit time, please contact us immediately. Delays in reporting shipments not delivered by the carrier can result in our inability to recover your order from the carrier, and a replacement order would be at your expense. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up.
- If carrier tracking shows your shipment has been delivered but you have not received it, you must contact us within 14 business days of the published delivery date for FedEx shipments and 10 business days for UPS shipments. Otherwise, we will likely not be able to recover your order from the carrier, and a replacement order would be at your expense. Replacement order must ship to a business address requiring a signature or a carrier location for pick-up..

Shipping & other Charges - Continental U.S.

Shipping charges are prepaid and added to invoice, or can be charged to your company's account number *(UPS or FedEx only)*.

Free 2-day delivery* is available for orders $49 and over shipped within the continental U.S., typically shipped via our choice of carrier; **2-day delivery time does not apply for LTL shipping of heavy items/orders.**

Shipping on orders under $49 are charged a flat $10 fee and are shipped via our 2-day delivery service (as a default; you may choose alternate delivery services if needed, shipping charges adjusted accordingly). All other shipping services *(such as expedited)*, are calculated based on order weight. Check carriers' Terms and Conditions for surcharges that may apply.

Certain heavy/large orders or items must ship via LTL *(truck)*. To determine if an item requires LTL shipping, check the product listing on the Web site for "freight" designation; LTL shipment may be assigned automatically for a heavy order. You must have a loading dock to receive shipment, or you must make other arrangements to unload shipment. Any additional charges incurred during delivery, such as residential or liftgate charges, are your responsibility and will be invoiced back to you.

If your order is 100 lbs. or over, and does not contain any "LTL Only" items, you will still receive free shipping if you choose to "opt in" to palletizing your order.

*** Days to delivery are calculated based on regular business days and do not include weekends or holidays..**

Order/Shipment Processing - Continental U.S.

Orders for in-stock items can generally be shipped within one business day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect order deadline/shipment schedule, particulary if requesting expedited service. Customer will receive an Order Acknowledgement when the order is entered for processing; a Shipping Acknowledgement will be sent when the order is released for shipment.

To determine product availability and shipping options, the price list or Web store will indicate if an item is stocked at and shipped from Cumming, Georgia (no indication or "stock"), or is a lead-time (non-stock) or vendor-shipped item. There will also be an indication if the product is an item that must be shipped via freight (LTL) due to weight or size.

Orders for in-stock items placed before 6 p.m. ET* on regular business days will ship the same day when selecting/receiving these Shipping methods:
Stock products from AutomationDirect's Cumming, GA warehouses:
GA Best way/Free (only available for orders shipping within Georgia)
GA Freight (only available for orders shipping within Georgia)
FedEx First Overnight
FedEx Priority Overnight.
FedEx Standard Overnight
FedEx 1-Day Express Freight (must order by noon)
* exceptions noted
Applicable Notes: 1, 2, 4, 5*, 6*

Orders for in-stock items placed on regular business days will ship the following business day when selecting/receiving these Shipping methods:
Stock products from AutomationDirect's Cumming, GA warehouses:
Best way/Free (Delivery of 2 business days from placement of order)
FedEx 2Day
FedEx Ground (continental U.S. only)
UPS Ground (continental U.S. only)
FedEx Freight Priority/LTL
FedEx 2- or 3-Day Express Freight)
Applicable Notes: 1, 2, 3, 4

Orders for items drop-shipped from Vendor locations, placed on a regular business day:
Stock products from drop-ship vendors:
Small Package Orders Only - ship the same day if ordered by 4 p.m. ET
Items requiring LTL shipping - ship the next business day if ordered by 6 p.m. ET
Non-stock products from drop-ship vendors may have lead times up to 20 business days; order deadlines do not apply. See Web site for lead times on vendor-shipped Marathon or Leeson motors, and certain Hubbell-Wiegmann, Attabox, Stahlin, Saginaw and Hammond enclosures.
Applicable Notes: 1, 2, 4
Additional Note: Vendor-shipped items cannot be picked up from our Cumming GA warehouse, nor can vendor-shipped items be picked up from the vendor's warehouse. Items are shipped directly to the customer's shipping address.

Orders for in-stock items for pickup, placed on a regular business day:
Stock products from AutomationDirect's Cumming, GA warehouses:
Customer Pickup (must be placed by 3 p.m. ET for same day pickup)
Courier Pickup (must be placed by 3 p.m. ET for same day pickup)
We require approximately 2 hours to process your order and have it available for pickup. Normal pickup hours are from 9:00 a.m. to 5:00 p.m. ET. Our offices close at 5:00 p.m. If you receive this notice after closing time or on a non-business day, your order will be ready for pickup at 9:00 a.m. ET the next business day. Pickups are not available on weekends or holidays Orders must be paid in advance, and must be picked up at the main entrance at either: 3505 Hutchinson Rd, Cumming, GA 30040 or 4555 Church Rd, Cumming, GA 30028 Please note the exact pickup address(es) will be included in your confirmation email and may include both addresses.
Applicable Notes: 1, 5

Notes on shipping and delivery

1. For stock items and orders with approved credit or paid by credit card. All orders ship partial unless otherwise specified We do not ship on Saturday, Sunday or national or company holidays.
2. Our shipment methods do not allow delivery to Post Office Box addresses in the U.S.
3. Customer-selected UPS is only available if using customer's account number.
4. For freight (LTL) orders, customer must have fork lift and receiving dock, or additional charges may be charged by freight service.
5. Certain engineered parts, such as cut-to-length aluminum rail, will not ship (or be available for pickup) until the following business day.
6. Cut-to-length cable orders must be placed by 4pm ET to ship same day by these methods.

Orders paid for by credit card or an established credit account in good standing will be processed without delay. New customers opening a credit account should allow up to two business days to verify credit information.

If your credit card is declined for the order amount, your established account goes over your limit, or a payment is past due, your order may be delayed. Please contact Accounting to resolve issues (770-889-7588, 9 a.m. to 6 p.m. ET, or ar@automationdirect.com).

- We do not guarantee delivery times of the carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues
- We do not ship orders COD; we do offer prepayment by several methods.
- All shipments are subject to stock availability.
- Due to shipper restrictions, we cannot ship to P.O. boxes.

Shipping Options - Canada

Shipping carriers

AutomationDirect utilizes our choice of carrier for the default shipping methods for all orders. All shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number. *(Orders requesting the use of customer shipping accounts are only accepted for shipment via FedEx.)* For certain heavy orders, we use LTL carriers. The LTL freight charges, where applicable, are added to your invoice. *All items ship from USA warehouses.*

Shipping methods

- **FedEx Internationl Economy (Brokered Shipping)** - We use FedEx services that allow us to reach most Canadian destinations within 2 to 3 days transit time*. (If you are located outside the major population areas, your delivery may take longer.) Shipping is free on orders over $49 (except for items required to ship LTL, which always incur a charge).

  *** Some LTL and vendor-shipped items have longer transit times. Transit days are calculated based on regular business days and do not include weekends or holidays.**

- **Brokered LTL** - Certain items and orders must ship out less-than-trailer load (LTL). Items shipping LTL from an AutomationDirect warehouse or one of our vendor-shipped suppliers will be shipped via FedEx Freight Priority. Any order with an LTL item will automatically be converted to ship out LTL. In order for items to ship separately from the LTL item, you must place separate orders. For any LTL order, additional charges may apply for residential deliveries as well as those needing a liftgate. The customer is responsible for contacting the carrier prior to delivery to make arrangements for time or day specific deliveries. The customer will also assume responsibility of any additional charges on redelivery of shipments where FedEx attempts delivery and delivery cannot be made due to consignee. For transit times from our Cumming, GA location, visit:
  FedEx Transit Time Map. at http://bit.ly/fxtrmap

Other shipping methods include the following options, which you can choose if you need a specific delivery time or you are charging to your shipper account. Applicable shipping charges will be added to your invoice or applied to your shipper account.

- **FedEx International First®**- Door-to-door, customs-cleared service.
  Get delivery by 10 a.m. in 1 business day. For complete details, visit:
  FedEx International Freight at http://bit.ly/fxinf
  This option is only available for phoned-in orders and is not available for vendor-shipped items
- **FedEx International Next Flight® -** Within hours between major cities worldwide, 24 hours a day, depending on flight availability; door-to-door, customs-cleared service. For complete details, visit:
  FedEx International Freight at http://bit.ly/fxinf
  This option is only available for phoned-in orders and is not available for vendor-shipped items.
- **FedEx International Priority®** - 1, 2 or 3 business days (time-definite
  delivery typically in 1, 2 or 3 business days. Door-to-door, customs-cleared service.) Saturday delivery available (only in certain areas and to commercial addresses only; requires selection of overnight service and can only be selected between 6 p.m. Thursday and 6 p.m. Friday.) For complete details, visit:
  FedEx International Freight at http://bit.ly/fxinf
- **FedEx International Economy®** - Time-definite delivery typically in
  2 to 5 business days; door-to-door, customs-cleared service.
  For complete details, visit :
  FedEx International Freight at http://bit.ly/fxinf
- **FedEx Custom Critical®** - Direct, door-to-door, shipping in exclusive-
  use vehicles, available to any address, at any time. For complete details, visit:
  FedEx International Freight at http://bit.ly/fxinf
  This option is only available for phoned-in orders and is not available for vendor-shipped items.
- **FedEx Freight Priority®** - All shipments leaving the Cumming, GA locations that are shipping freight will be shipped out as Priority. In addition customers may choose to add an A.M Delivery to freight for an additional charge. (Early delivery by 10:30 a.m. on the standard delivery date and is backed by a Money-Back Guarantee.) This service is only offered to select zip codes and to addresses that
  do not require liftgate service. To determine if your zip code is valid
  and for complete details visit:
  FedEx Transit Time Map at http://bit.ly/fxtrmap for transit times
  FedEx Zip Code Check at http://bit.ly/fxzip for available zip codes
  FedEx Freight at http://bit.ly/fxusf for freight details

We do not guarantee delivery times of the carriers.
AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.

We do not ship orders COD; however, we do offer prepayment by various methods.

We do not ship on Saturday, Sunday or national or company holidays.

ATTN: Most items can be shipped to most addresses via most shipping options, however certain restrictions may apply which include:

Vendor-shipped Items: Limited shipping options available

Large/Heavy/Oversized Items: LTL Only items are not available to all locations and may not always be included in free shipping options. Carrier restrictions apply and limited shipping options available.

Zip Code: Extended service areas, extreme rural areas and limited access areas may incur Carrier Restrictions and shipping limitations.

Dangerous Goods: Carrier and government restrictions may apply and (includes, but not limited to Lithium Batteries and/or products containing lithium batteries as well as spray paint).

Shipping Options - Canada

Insurance

Insurance is available at your expense to insure against loss or unusual damage (*not currently available for online orders*). **It is not automatically included in the shipping charges.** Your Customer Support representative can calculate the cost of insurance at the time you place your order. If you choose to purchase insurance, the charges will be added to your invoice. Additional insurance is not available for LTL shipments since maximum liability under those companies easily covers the value of our products. Insurance option is not available online; this request must be called in.

Tracking Shipments

Tracking numbers are generated and available soon after we release your order from our facility (tracking from vendor-shipped locations is not available online). The order cannot be tracked until the carrier has initially scanned the package at their facility *(generally after 9 p.m. EST on shipment date)*. You may track your order online using our shipment tracking feature. To track your order online, log in on our Web site, choose "My Account", access the appropriate order and click the "Track It" button when available. Or, you can obtain your tracking number from your shipment confirmation email (when this feature is enabled under "My Account - Preferences/Email Options") and check status on carrier Web site.

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.

Concerns

If you think your shipment is past due or incomplete, please consider these items before you call to check on the order:

- Allow ample time for delivery. Some carriers schedule multiple deliveries . Track your order online *(see instructions above)*.
- For shipments to Canada, timely delivery cannot be guaranteed as they can be delayed in customs.
- Check with your receiving department. Many times the receiving department failed to deliver the package or notify the recipient.
- Check the package for any small items. They can easily get buried in packing material.
- Please inspect all deliveries promptly. You must notify us within 48 hours of receipt with reported discrepancies or shortages.
- If you have received tracking information and have not received your order within reasonable expected transit time, please contact us immediately. Delays in reporting shipments not delivered by the carrier can result in our inability to recover your order from the carrier, and a replacement order would be at your expense. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up.
- If carrier tracking results show that your package has been delivered but you have not received your shipment, you must contact us within 14 business days of the published delivery date for FedEx shipments. Otherwise, we will likely not be able to recover your order from the carrier, and a replacement order would be at your expense. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up..

Shipping and other Charges - Canada

Shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number (*FedEx accounts only*).

Free shipping is available for orders totaling $49 U.S. and over (shipped via our choice of carrier, typically air service), except for items or orders that may require LTL shipping.

All other shipping charges *(such as expedited and LTL)*, and shipping on orders under $49, are calculated based on order weight.

Certain heavy/large orders/items must ship LTL *(truck)*. You must have a loading dock to receive shipment, or make other arrangements to unload shipment. Any additional charges incurred during delivery, such as residential or liftgate charges, are your responsibility and will be invoiced back to you. To determine if an item requires LTL shipping, check the product listing on the Web site for "freight" designation; LTL shipment may be assigned automatically for a heavy order.

Heavy/large items requiring LTL transit **always** incur shipping charges, however, their value is used to calculate if an order is $49 or over total. If an order is placed that has an LTL Only (freight) item on it, the entire order may ship via LTL. This applies to groups of items on an order that will be shipped from vendor-shipped locations as well. If you wish to have your entire order shipped LTL ("palletized"), only the weight of the "LTL Only" items will be used to calculate the freight costs. If your order is 100 lbs. or over, and does not contain any "LTL Only" items, you will still receive free shipping.

AutomationDirect will broker all LTL shipments to Canada. Use the *Canada Flat Rate Table* on this page to determine brokered LTL shipping charges. When using the Canada Flat Rate Table, only the weight of the "LTL Only" items are used to calculate the shipping charges. Any order that is shipped directly into Canada using the *Canada Flat Rate Table* will be brokered by AutomationDirect.

LTL Brokerage Fee Breakdown/Notes

- Any order shipping as freight or that contains an "LTL Only" item, must be brokered by AutomationDirect in order to be shipped directly to a Canadian address. Any customer wishing to use their own broker must provide a valid address within the Continental U.S.
  to ship to. Failure to do so could result in a delay in your order being
  processed. This includes vendor-shipped items as well.
- Any order with "LTL Only" items shipping from multiple locations will incur an additional $50 brokerage fee.
- Any order with "LTL Only" items shipping from multiple locations will have the total weight of these items used to calculate the shipping costs based on the Flat Rate Table, if AutomationDirect is being used as the Broker.

Canada LTL Flat Rate Shipping Charges	
Shipping Weight	**Flat Rate Shipping Charge**
0 to 300 lbs.	$200 U.S.
301 to 600 lbs.	$300 U.S.
601 to 900 lbs.	$400 U.S.
901 to 1,300 lbs.	$600 U.S.
1,301 to 2,000 lbs.	$800 U.S.
2,001 to 3,000 lbs.	$1,100 U.S.
3,001 to 3,499 lbs.	$1,300 U.S.
3,500 to 5,000 lbs.	$1,500 U.S.
5,001 lbs. and over	Call Sales for quote
Note: Charge includes brokerage fees	

Other shipping methods/charges

For orders shipped via FedEx service, any applicable shipping charges include brokerage fees.

If the order must ship in multiple shipments because of back orders, any applicable brokerage fee will be added to the first shipment invoiced; applicable duties, taxes and shipping charges will be added to invoices for each shipment (no additional brokerage fees).

For Canadian orders that are not or cannot be brokered through AutomationDirect, including vendor-shipped items from any location other than our Cumming, GA warehouse, you must make arrangements with your own broker regarding these items. Also, if you wish to bill your own account number or use your own broker, you should not select the AutomationDirect brokered option. Canadian customers are responsible for all duties, brokerage and applicable country taxes if the broker is specified by the customer.

Shipping Terms - Canada

Canada 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 soley liable for demurrage charges assed 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.

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.

Non-brokered Options

If you do not choose one of our brokered options then we, AutomationDirect, will not charge duties and taxes and you or the recipient will be the importer of record and must comply with all laws and regulations of the destination country. It will be your responsibility as the importer of record to make sure that the products you have ordered are imported lawfully and that all destination country Customs regulations are followed. In addition when exporting from the United States products, technologies or software that you have purchased from AutomationDirect must be done in accordance with the Export Administration Regulations. Diversion contrary to U.S. law is prohibited. Orders shipped outside of the United States may be subject to import taxes, customs duties and fees charged by the destination country. The recipient of an international shipment may be subject to such, customs duties, import taxes, and fees, which are charged once a shipment reaches the recipient's country. Additional charges for customs clearance, brokerage fees, must be accepted by the recipient. We have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country; for additional information you should contact your local customs office. When customs clearance procedures are required, it can cause delays beyond our original delivery estimates.

Brokered Options

AutomationDirect.com, Inc. offers customers customs, duties and taxes estimation during checkout and customs clearance on your behalf for certain eligible items.

When eligible products are shipped from AutomationDirect.com, Inc., using one of our brokered options, an estimate of the duties and taxes will be charged on the items in your order for shipments to countries outside of the U.S. With your authorization, these funds are used by the carrier or another agent to pay the duties and taxes on your behalf, or the recipient's behalf to the appropriate authorities of the destination country. The payment of customs, duties and taxes is the responsibility of the importer and is charged based on the laws of the country into which the products are being shipped. The estimation of the duties and taxes provided is not an actual calculation and could change at any point. Customs regulations and tax rates applicable to certain goods may change between the date the taxes and duties were estimated and the applicable taxes and duties on the date of import into the destination country. The duty or tax rate is often determined by the classification of a good, which can vary by country and region.

If the actual duties and taxes paid by the carrier, on behalf of the recipient to the customs and tax authorities of the destination country, are higher than the duties and taxes originally estimated and collected by us, AutomationDirect.com, Inc., on your behalf, you will receive an email notification confirming the amount still owed as well as an invoice showing the amount still owed. We will collect these additional charges using the same payment method that was used on the original order. This process could take up to 90 days from shipment date.

If the actual duties and taxes paid by the carrier on behalf of the recipient to the customs and tax authorities of the destination country are less than the estimated duties and taxes collected by us, Automationdirect.com, Inc., on your behalf, you will be automatically refunded the difference. The refund will be given using the same payment method you used for the order. In addition, you will also receive an email notification confirming the amount of the refund. This process could take up to 90 days from the shipment date as well.

Customs, Brokerage, Duties and Taxes for Brokered Shipments

With respect to each item for which duties and taxes have been estimated, you authorize us, AutomationDirect to designate a Customs Broker to act as the agent on your shipment with the relevant customs and tax authorities in the destination country, to clear your merchandise through the customs as well as to process and pay the duties and taxes for the ordered items.

The pre-calculated duties and taxes provided at checkout on the webstore or by one of our Sales Associates merely represents an estimation of the actual duties and taxes that will be charged on the items in your order for shipment to countries outside of the U.S. By placing your order, you agree to allow AutomationDirect.com, Inc. to collect the estimated duties and taxes for the applicable items in your order. This will be used, on your behalf, to cover the duties and taxes that the designated broker has paid on your behalf to the appropriate authorities of the destination country.

You further agree that the designated broker may disclose to AutomationDirect.com, Inc. the amount of actual duties and taxes charged on the item(s) you have purchased. In the event that the estimated duties and taxes exceed the actual duties and taxes paid, AutomationDirect will refund the difference to you. In the event that the estimated duties and taxes is less than what is collected by the destination country customs authorities then AutomationDirect will send you an invoice for the additional amount owed and will use the same payment method chosen during checkout to collect the additional amount owed.

In the case of purchases made on behalf of another recipient, you also agree to authorize AutomationDirect.com, Inc. to act on behalf of the recipient designated in your order.

To obtain details regarding the actual duties and taxes paid, or to obtain documentation or receipts in connection with customs clearance, you may contact us at :

TrafficCoordinator@automationdirect.com.

These terms and conditions are in addition to the standard Conditions of Use of the AutomationDirect Web site.

Please note that any order that is crossing borders and/or going internationally is subject to opening and inspection by customs and/or postal authorities. We cannot prevent or stop this from happening and have no control over when customs or postal authorities decide to open and

Shipping Terms - Canada

inspect shipments. If your shipment is chosen to be inspected this could cause delays in our original delivery estimates.

Please also note that we are required to provide certain order, shipment, and product information, such as titles, to customs and/or postal authorities upon request, and such information will be communicated by the broker in order to facilitate customs clearance and comply with local laws.

International Returns

Please note that the above terms also apply to the shipment of any replacement product that might be shipped if there is a problem with the original shipment. If you return a product to us, you will be the exporter from the original shipping destination responsible for compliance with all export laws of that country. Title and risk of loss transfer to us upon receipt. To ensure that your shipment and your return is not held up in Customs please verify that the Commercial Invoice provided to you by our Returns Department accompanies the shipment returning back to AutomationDirect.com, Inc. Failure to do so could result in non-compliance with Customs Regulations, as well as increased fees and delays as a result. Should you require additional assistance with this process please contact our returns department ragroup@automationdirect.com.

If the order is a replacement item, or free of charge item, the package is marked as so, but the cost of the item is still stated per U.S. Customs requirements.

Order/Shipment Processing - Canada

Orders for in-stock items can generally be shipped within one business day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect order deadline/shipment schedule, particulary if requesting expedited service. Customer will receive an Order Acknowledgement when the order is entered for processing; a Shipping Acknowledgement will be sent when the order is released for shipment.

To determine product availability and shipping options, the price list or Web store will indicate if an item is stocked at and shipped from Cumming, Georgia (no indication or "stock"), or is a lead-time (non-stock) or vendor-shipped item. There will also be an indication if the product is an item that must be shipped via freight (LTL) due to weight or size.

Orders for in-stock items placed before 6 p.m. ET* on regular business days will ship the same day when selecting/receiving these Shipping methods:
Stock products from AutomationDirect's Cumming, GA warehouses:
FedEx International Priority
FedEx International Economy (free shipping option only)
* exceptions noted
Applicable Notes: 1, 2, 3, 4, 5*, 6*

Orders for in-stock items placed on regular business days will ship the following business day when selecting/receiving these Shipping methods:
Stock products from AutomationDirect's Cumming, GA warehouses:
FedEx International Economy
FedEx Freight Priority/LTL
Applicable Notes: 1, 2, 3, 4

Orders for items drop-shipped from Vendor locations, placed on a regular business day:
Stock products from drop-ship vendors:
Small Package Orders Only - ship the same day if ordered by 4 p.m. ET
Items requiring LTL shipping - ship the next business day if ordered by 6 p.m. ET
Non-stock products from drop-ship vendors may have lead times up to 20 business days; order deadlines do not apply. See Web site for lead times on vendor-shipped Marathon or Leeson motors, and certain Hubbell-Wiegmann, Attabox, Stahlin, Saginaw and Hammond enclosures.
Applicable Notes: 1, 2, 4
Additional Note: Vendor-shipped items cannot be picked up from our Cumming GA warehouse, nor can vendor-shipped items be picked up from the vendor's warehouse. Items are shipped directly to the customer's shipping address.

Notes on shipping and delivery

1. For stock items and orders with approved credit or paid by credit card. All orders ship partial unless otherwise specified We do not ship on Saturday, Sunday or national or company holidays.
2. Our shipment methods do not allow delivery to Post Office Box addresses.
3. UPS shipping methods are not available to Canada.
4. For freight (LTL) orders, customer must have fork lift and receiving dock, or additional charges may be charged by freight service.
5. Certain engineered parts, such as cut-to-length aluminum rail, will not ship (or be available for pickup) until the following business day.
6. Cut-to-length cable orders must be placed by 4pm ET to ship same day by these methods.

Orders paid for by credit card or an established credit account in good standing will be processed without delay. New customers opening a credit account should allow up to two business days to verify credit information.

If your credit card is declined for the order amount, your established account goes over your limit, or a payment is past due, your order may be delayed. Please contact Accounting to resolve issues (770-889-7588, 9 a.m. to 6 p.m. ET, or ar@automationdirect.com).

- We do not guarantee delivery times of the carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues
- We do not ship orders COD; we do offer prepayment by several methods.
- All shipments are subject to stock availability.
- Due to shipper restrictions, we cannot ship to P.O. boxes.

Shipping Options - Hawaii and Alaska

Shipping carriers

AutomationDirect uses our choice of carrier for the default shipping methods for all orders. All shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number. *(Orders requesting use of customer shipping accounts are only accepted for shipment via FedEx.)* For certain heavy orders, we use LTL carriers. LTL freight charges, where applicable, are added to the invoice. *All items ship from USA warehouses.*

Shipping methods

- **Best Way (2-day delivery) *** - We use a mix of FedEx services that allow us to make delivery within 2 business days, for in-stock items. This method is free on orders over $49 (except for items/orders shipping LTL, which always incurs a charge).

  *** Days to delivery are calculated based on regular business days and do not include weekends or holidays. Some LTL and vendor-shipped items have longer transit times and/or may not qualify for 2-day or free delivery.**

- **LTL** - Certain items and orders must ship out less-than-trailer load (LTL). Items shipping LTL directly from an AutomationDirect warehouse or from one of our vendor-shipped suppliers will be shipped via FedEx Freight Priority. Any order with an LTL item will automatically be converted to ship out LTL. In order for items to ship separately from the LTL item, you must place separate orders. For any LTL order, additional charges may apply for residential deliveries as well as those needing a liftgate. The customer is responsible for contacting the carrier prior to delivery to make arrangements for time or day specific deliveries. The customer will also assume responsibility of any additional charges on redelivery of shipments where FedEx attempts delivery and delivery cannot be made due to consignee. For transit times from our Cumming, GA location, visit:
  FedEx Transit Time Map. at http://bit.ly/fxtrmap

"LTL only" items shipping to Alaska or Hawaii will **always** incur a shipping charge. Quotes can be obtained through the web or via phone..

Other shipping methods include the following options, which you can choose if you need a specific delivery time or you are charging to your shipper account. Applicable shipping charges will be added to your invoice or applied to your shipper account.

- **FedEx First Overnight®**- first thing the next-business-day morning. (Next-business-day delivery by 8, 8:30, 9 or 10 a.m., depending on destination ZIP code) For complete details, visit:
  FedEx Shipping Options at http://bit.ly/fxusa
- **FedEx Priority Overnight® -** next-business-day morning. (Next-business-day delivery by 10:30 a.m. to most U.S. addresses; by noon, 4:30 p.m. or 5 p.m. in remote areas; by noon, 1:30 p.m. or 4:30 p.m. on Saturday). For complete details visit:
  FedEx Shipping Options at http://bit.ly/fxusa
- **FedEx Standard Overnight®** - next-business-day afternoon. (Next-business-day delivery by 3 p.m. to most U.S. addresses; by 4:30 p.m. to rural areas). For complete details, visit:
  FedEx Shipping Options at http://bit.ly/fxusa
- **FedEx Custom Critical®** - Direct, door-to-door, shipping in exclusive-use vehicles, available to any address, at any time. Freight and Small Package options available. For complete details, visit:
  FedEx Shipping Options at http://bit.ly/fxusa
  This option is only available for phoned-in orders and is not available for vendor-shipped items.
- **FedEx Express Freight Services®** - Time-definite delivery of palletized freight overnight or in 2 or 3 days. Shipments are rated based on distance and billable weight, not on lanes. No hidden charges; lift-gate service is complimentary. Forcomplete details, visit :
  FedEx Express Freight
  This option is only available for phoned-in orders and is not avilable for vendor-shipped items.
- **FedEx Freight Priority®** - All shipments leaving the Cumming, GA locations that are shipping freight will be shipped out as Priority. For complete details visit:
  FedEx Transit Time Map at http://bit.ly/fxtrmap for transit times
  FedEx Zip Code Check at http://bit.ly/fxzip for available zip codes
  FedEx Freight at http://bit.ly/fxusf for freight details

*** We do not guarantee delivery times of the carriers.** AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.

We do not ship orders COD; however, we do offer prepayment by various methods.

We do not ship on Saturday, Sunday or national or company holidays.

ATTN: Most items can be shipped to most addresses via most shipping options, however certain restrictions may apply which include:

Vendor-Shipped Items: Limited shipping options available

Large/Heavy/Oversized Items: LTL Only items are not available to all locations and may not always be included in free shipping options. Carrier restrictions apply and limited shipping options available.

Zip Code: Extended service areas, extreme rural areas and limited access areas may incur Carrier Restrictions and shipping limitations.

Dangerous Goods: Carrier and government restrictions may apply; certain items may noy be available to ship (includes, but not limited to Lithium Batteries and/or products containing lithium batteries as well as spray paint).

Shipping Options - Hawaii and Alaska

Insurance

Because we ship FOB origination within the U.S, the risk of loss transfers to you when we deliver the goods to the carrier. Insurance is available at your expense to insure against loss or unusual damage *(not currently available for online orders; must be called in)*. **It is not automatically included in the shipping charges.** Your Sales agent can calculate the cost of insurance when you place your order. If you choose to purchase insurance, the charges will be added to your invoice. Additional insurance is not available for LTL shipments since maximum liability under those companies easily covers the value of our products.

Tracking Shipments

Tracking numbers are generated and available soon after we process your order from our facility (tracking from vendor-shippedlocations is not available online). The order cannot be tracked until the carrier has initially scanned the package at their facility *(generally after 9 p.m. EST on shipment date)*. You may track your order online using our shipment tracking feature. To track your order online, log in on our Web site, choose "My Account", choose the appropriate order and click the "Track It" button when available. Or, you can obtain your tracking number from your shipment confirmation email (when this feature is enabled under "My Account - Preferences/Email Options") and check status on carrier Web site.

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.

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

Concerns

If you think your shipment is past due or incomplete, please consider these items before you call to check on the order:

- Allow ample time for delivery. Some carriers schedule multiple deliveries. Track your order online *(see instructions above)*.
- Check with your receiving department. Many times the receiving department failed to deliver the package or notify the recipient.
- Check the package for any small items. They can easily get buried in packing material.
- Please inspect all deliveries promptly. You must notify us within 48 hours of receipt with reported discrepancies or shortages.
- If you have received tracking information and have not received your order within reasonable expected transit time, please contact us immediately. Delays in reporting shipments not delivered by the carrier can result in our inability to recover your order from the carrier, and a replacement order would be at your expense. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up.
- If carrier tracking results show that your package has been delivered but you have not received your shipment, you must contact us within 14 business days of the published delivery date for FedEx shipments and 10 business days of the published delivery date for UPS shipments. Otherwise, we will likely not be able to recover your order from the carrier, and a replacement order would be at your expense. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up..

Shipping and other Charges - Hawaii / Alaska

Shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number (*FedEx accounts only*).

Free 2-day delivery* is available for orders $49 and over shipped to Alaska and Hawaii, which are typically shipped via our choice of carrier; **2-day/free delivery does not apply for LTL shipping of heavy items/orders.**

All other shipping charges *(such as expedited and LTL)*, and shipping on orders under $49, are calculated based on order weight.

Certain heavy orders or items must ship via LTL *(truck)*. To determine if an item requires LTL shipping, check the product listing on the Web site for "freight" designation. You must have a loading dock to receive shipment, or you must make other arrangements to unload shipment. Any additional charges incurred during delivery are your responsibility and will be invoiced back to you.

"LTL only" items shipping to Alaska and Hawaii will **always** incur a shipping charge. For your order to be processed, you must call our Customer Support department to receive an accurate shipping quote. If you wish to have your entire order shipped LTL ("palletized"), the entire shipping weight will be used to calculate shipping charges (forgoing free shipping of lightweight items/orders). (Opt-in palletizing is only available for orders shipped from our Cumming, GA warehouse.

*** Days to delivery are calculated based on regular business days and do not include weekends or holidays...**

Order/Shipment Processing - Hawaii / Alaska

Orders for in-stock items can generally be shipped within one business day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect order deadline/shipment schedule, particulary if requesting expedited service. Customer will receive an Order Acknowledgement when the order is entered for processing; a Shipping Acknowledgement will be sent when the order is released for shipment.

To determine product availability and shipping options, the price list or Web store will indicate if an item is stocked at and shipped from Cumming, Georgia (no indication or "stock"), or is a lead-time (non-stock) or vendor-shipped item. There will also be an indication if the product is an item that must be shipped via freight (LTL) due to weight or size.

Orders for in-stock items placed before 6 p.m. ET* on regular business days will ship the same day when selecting/receiving these Shipping methods:
Stock products from AutomationDirect's Cumming, GA warehouses:
FedEx First Overnight
FedEx Priority Overnight.
FedEx Standard Overnight
* exceptions noted
Applicable Notes: 1, 2, 3, 4, 5*, 6*

Orders for in-stock items placed on regular business days will ship the following business day when selecting/receiving these Shipping methods:
Stock products from AutomationDirect's Cumming, GA warehouses:
Best way/Free (Delivery of 2 business days from placement of order)
FedEx 2Day
FedEx Freight Priority/LTL
Applicable Notes: 1, 2, 3, 4

Orders for items drop-shipped from Vendor locations, placed on a regular business day:
Stock products from drop-ship vendors:
Small Package Orders Only - ship the same day if ordered by 4 p.m. ET
Items requiring LTL shipping - ship the next business day if ordered by 6 p.m. ET
Non-stock products from drop-ship vendors may have lead times up to 20 business days; order deadlines do not apply. See Web site for lead times on vendor-shipped Marathon or Leeson motors, and certain Hubbell-Wiegmann, Attabox, Stahlin, Saginaw and Hammond enclosures.
Applicable Notes: 1, 2, 4
Additional Note: Vendor-shipped items cannot be picked up from our Cumming GA warehouse, nor can vendor-shipped items be picked up from the vendor's warehouse. Items are shipped directly to the customer's shipping address.

Notes on shipping and delivery

1. For stock items and orders with approved credit or paid by credit card. All orders ship partial unless otherwise specified We do not ship on Saturday, Sunday or national or company holidays.
2. Our shipment methods do not allow delivery to Post Office Box addresses in the U.S.
3. UPS shipping methods are not available to Alaska or Hawaii.
4. For freight (LTL) orders, customer must have fork lift and receiving dock, or additional charges may be charged by freight service.
5. Certain engineered parts, such as cut-to-length aluminum rail, will not ship (or be available for pickup) until the following business day.
6. Cut-to-length cable orders must be placed by 4pm ET to ship same day by these methods.

Orders paid for by credit card or an established credit account in good standing will be processed without delay. New customers opening a credit account should allow up to two business days to verify credit information.

If your credit card is declined for the order amount, your established account goes over your limit, or a payment is past due, your order may be delayed. Please contact Accounting to resolve issues (770-889-7588, 9 a.m. to 6 p.m. ET, or ar@automationdirect.com).

- We do not guarantee delivery times of the carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues
- We do not ship orders COD; we do offer prepayment by several methods.
- All shipments are subject to stock availability.
- Due to shipper restrictions, we cannot ship to P.O. boxes.

Shipping Options - Puerto Rico

Shipping carriers

AutomationDirect utilizes our choice of carrier for the default shipping methods for all orders. All shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number. *(Orders requesting the use of customer shipping accounts are only accepted for shipments via FedEx.)* For certain heavy orders, we use LTL carriers. The LTL freight charges, where applicable, are added to your invoice. *All items ship from USA warehouses.*

Shipping methods

- F**edEx International Economy** (*delivery time depends on where you live in relationship to our Cumming, GA locations; or, for vendor-shipped items, their point of origin). This is our free shipping option for orders over $49.*
- **LTL** - Certain items and orders must ship out less-than-trailer load (LTL). Items shipping LTL directly from an AutomationDirect warehouse or from one of our vendor-shipped suppliers will be shipped via FedEx Freight Priority. (Marathon or Leeson motors may ship out through other carriers.) For complete details, please visit: FedEx International Freight at http://bit.ly/fxinf

  "LTL only" items shipping to Puerto Rico will **always** incur a shipping charge. Quotes can be obtained through the web or via phone.

Other shipping methods include the following options, which you can choose if you need a specific delivery time or you are charging to your shipper account. Applicable shipping charges will be added to your invoice or applied to your shipper account.

- **FedEx International Priority®** - 1, 2 or 3 business days (time-definite
  delivery typically in 1, 2 or 3 business days. Door-to-door, customs-cleared service.) Saturday delivery available (only in certain areas and to commercial addresses only; requires selection of overnight service and can only be selected between 6 p.m. Thursday and 6 p.m. Friday.) For complete details, visit:
  FedEx International Freight at http://bit.ly/fxinf

FedEx Freight Priority® - All shipments leaving the Cumming, GA location that are shipping freight will be shipped out as Priority. In addition customers may choose to add an A.M Delivery to freight for an additional charge. (Early delivery by 10:30 a.m. on the standard delivery date and is backed by a Money-Back Guarantee.) This service is only offered to select zip codes. To determine if your zip code is valid and for complete details please visit:
FedEx Transit Time Map at http://bit.ly/fxtrmap for transit times
FedEx Zip Code Check at http://bit.ly/fxzip for available zip codes
FedEx Freight at http://bit.ly/fxusf for freight details

We do not guarantee delivery times of the carriers.
AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.

We do not ship orders COD; we do offer prepayment by various methods.

We do not ship on Saturday, Sunday or national or company holidays.

ATTN: Most items can be shipped to most addresses via most shipping options, however certain restrictions may apply which include:

Vendor-Shipped Items: Limited shipping options available

Large/Heavy/Oversized Items: LTL Only items are not available to all locations and may not always be included in free shipping options. Carrier restrictions apply and limited shipping options available.

Zip Code : Extended service areas, extreme rural areas and limited access areas may incur Carrier Restrictions and shipping limitations.

Dangerous Goods : Carrier and government restrictions may apply and certain items may not be available to ship (includes, but not limited to Lithium Batteries and/or products containing lithium batteries as well as spray paint).

Insurance

Because we ship FOB origination within the U.S, the risk of loss transfers to you when we deliver the goods to the carrier. Insurance is available at your expense to insure against loss or unusual damage *(not currently available for online orders)*. **It is not automatically included in the shipping charges.** Your Sales Representative can calculate the cost of insurance at the time you place your order. If you choose to purchase insurance, the charges will be added to your invoice. Additional insurance is not available for LTL shipments since maximum liability under those companies easily covers the value of our products. Insurance option is not available online; this request must be called in.

Tracking Shipments

Tracking numbers are generated and available soon after we process your order from our facility (tracking from vendor-shipped locations is not available online). The order cannot be tracked until the carrier has initially scanned the package at their facility *(generally after 9 p.m. EST on shipment date)*. You may track your order online using our shipment tracking feature. To track your order online, log in on our Web site, choose "My Account", choose the appropriate order and click the "Track It" button when available. Or, you can obtain your tracking number from your shipment confirmation email (when this feature is enabled under "My Account - Preferences/Email Options") and check status on carrier Web site.

Shipping Options - Puerto Rico

Concerns

If you think your shipment is past due or incomplete, please consider these items before you call to check on the order:

- Allow ample time for delivery. Some carriers schedule multiple deliveries . Track your order online *(see instructions above)*.
- Check with your receiving department. Many times the receiving department failed to deliver the package or notify the recipient.
- Check the package for any small items. They can easily get buried in packing material.
- Please inspect all deliveries promptly. You must notify us within 48 hours of receipt with reported discrepancies or shortages.
- If you have received tracking information and have not received your order within reasonable expected transit time, please contact us immediately. Delays in reporting shipments not delivered by the carrier can result in our inability to recover your order from the carrier, and a replacement order would be at your expense. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up.
- If carrier tracking results show that your package has been delivered but you have not received your shipment, you must contact us within 14 business days of the published delivery date for FedEx shipments and 10 business days of the published delivery date for UPS shipments. Otherwise, we will likely not be able to recover your order from the carrier, and a replacement order would be at your expense. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up..

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.

Shipping and other Charges - Puerto Rico

Shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number (*FedEx accounts only*).

Free **International Economy** shipping is available for orders $49 and over shipped to Puerto Rico (except LTL and vendor-shipped orders), which are typically shipped via our choice of carrier.

All other shipping charges *(such as expedited and LTL)*, and shipping on orders under $49, are calculated based on order weight.

Certain heavy/large orders or items must ship via LTL *(truck)*. To determine if an item requires LTL shipping, check the product listing on the Web site for "freight" designation. You must have a loading dock to receive shipment, or you must make other arrangements to unload shipment. Any additional charges incurred during delivery are your responsibility and will be invoiced back to you.

"LTL only" items shipping to Puerto Rico will always incur an LTL shipping charge. For your order to be processed, you must call our Customer Support department to receive an accurate shipping quote. If you wish to have your entire order shipped LTL ("palletized"), the entire shipping weight will be used to calculate shipping charges (forgoing free shipping of lightweight items/orders). (Opt-in palletizing is only available for orders shipped from our Cumming, GA warehouse.)

Order/Shipment Processing - Puerto Rico

Orders for in-stock items can generally be shipped within one business day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect order deadline/shipment schedule, particulary if requesting expedited service. Customer will receive an Order Acknowledgement when the order is entered for processing; a Shipping Acknowledgement will be sent when the order is released for shipment.

To determine product availability and shipping options, the price list or Web store will indicate if an item is stocked at and shipped from Cumming, Georgia (no indication or "stock"), or is a lead-time (non-stock) or vendor-shipped item. There will also be an indication if the product is an item that must be shipped via freight (LTL) due to weight or size.

Orders for in-stock items placed before 6 p.m. ET* on regular business days will ship the same day when selecting/receiving these Shipping methods:
Stock products from AutomationDirect's Cumming, GA warehouses:
FedEx International Priority
* exceptions noted
Applicable Notes: 1, 2, 3, 4, 5* 6*

Orders for in-stock items placed on regular business days will ship the following business day when selecting/receiving these Shipping methods:
Stock products from AutomationDirect's Cumming, GA warehouses:
FedEx International Economy (including free shipping option)
FedEx Freight Priority/LTL
Applicable Notes: 1, 2, 3, 4

Orders for items drop-shipped from Vendor locations, placed on a regular business day:
Stock products from drop-ship vendors:
Small Package Orders Only - ship the same day if ordered by 4 p.m. ET
Items requiring LTL shipping - ship the next business day if ordered by 6 p.m. ET
Non-stock products from drop-ship vendors may have lead times up to 20 business days; order deadlines do not apply. See Web site for lead times on vendor-shipped Marathon or Leeson motors, and certain Hubbell-Wiegmann, Attabox, Stahlin, Saginaw and Hammond enclosures.
Applicable Notes: 1, 2, 4
Additional Note: Vendor-shipped items cannot be picked up from our Cumming GA warehouse, nor can vendor-shipped items be picked up from the vendor's warehouse. Items are shipped directly to the customer's shipping address.

Notes on shipping and delivery

1. For stock items and orders with approved credit or paid by credit card. All orders ship partial unless otherwise specified We do not ship on Saturday, Sunday or national or company holidays.
2. Our shipment methods do not allow delivery to Post Office Box addresses.
3. UPS shipping methods are not available to Puerto Rico.
4. For freight (LTL) orders, customer must have fork lift and receiving dock, or additional charges may be charged by freight service.
5. Certain engineered parts, such as cut-to-length aluminum rail, will not ship (or be available for pickup) until the following business day.
6. Cut-to-length cable orders must be placed by 4pm ET to ship same day by these methods.

Orders paid for by credit card or an established credit account in good standing will be processed without delay. New customers opening a credit account should allow up to two business days to verify credit information.

If your credit card is declined for the order amount, your established account goes over your limit, or a payment is past due, your order may be delayed. Please contact Accounting to resolve issues (770-889-7588, 9 a.m. to 6 p.m. ET, or ar@automationdirect.com).

- We do not guarantee delivery times of the carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues
- We do not ship orders COD; we do offer prepayment by several methods.
- All shipments are subject to stock availability.
- Due to shipper restrictions, we cannot ship to P.O. boxes.

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 soley liable for demurrage charges assed 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 soley 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".

Payment Options

1. Credit account (purchase orders)

We accept purchase orders (P.O.) from customers with approved accounts. **In order to be considered for credit, a new or active customer must submit a single $100 order (excluding shipping charges).** The credit application can be submitted with the order, but you must allow 48 hours for processing. Please visit www.automationdirect.com to complete an online credit application. Orders less than $100 from customers who have not established credit must be paid using any of our accepted credit cards, or Paypal (online only) (see details in Option 3).

Credit account terms

Our credit account terms are Net 30 days. We invoice on the day of shipment. Our shipping terms are FOB Cumming, GA (*except where shipped direct from manufacturers*) with freight prepaid and added to the invoice. Any applicable LTL freight charges may be added when determined. UPS and FedEx orders can be charged to your own account by supplying your account number when ordering. All accounts are payable in full within 30 days of the date of invoice.

If your account has been inactive for 18 months or longer, your credit line will need to be reinstated. Please allow two business days to verify credit information.

You can help us to continue offering our great prices and outstanding technical support by keeping your account balance current. Any account over 30 days past due is subject to interest charges of 1.5 percent per month (*18% APR*) on the unpaid balance where allowable by law, as well as attorney's fees, court costs, and other costs of collections. In the event a check is returned to us by our bank, a $35 fee will be added to your account. Credit accounts may be suspended at any time.

Remittance Address:
Automationdirect.com, Inc.
P.O. Box 402417
Atlanta, GA 30384-2417

Please note payments received at our Cumming facility will be converted into an electronic funds transfer. To avoid conversion, please mail all payments to the above remittance address.

2. Credit cards

We accept several major credit cards (*must be issued through U.S. banks*):

- VISA
- MasterCard
- American Express
- Discover

We must approve all credit card orders prior to shipment. Our response can sometimes depend on the credit card verification process, so make sure you have your order in prior to 6 p.m. EST for same-day shipment. (*See Ordering Deadlines Chart for your destination for complete details on same-day deadlines.*) If for some reason there's a problem, we will call or e-mail you to advise you of the problem, which will help minimize delay. Credit card issues on orders placed late in the day may delay your order if we are unable to contact you.

3. PayPal

Paypal is accepted on the AutomationDirect.com Web store.

On step 3 of our online Checkout process, simply click on the PayPal option and you will be redirected to PayPal. Log in to your account to enter your payment details, return to our store and complete the checkout process.

Note that your listed PayPal shipping address may differ from what you entered on AutomationDirect.com. Your AutomationDirect.com address will be used. Please ignore the PayPal address.

4. Wire or ACH Payments

We can also accept wire transfers or ACH payments. *(Not available for online orders.)* Contact our Accounting department for details.·

Terms and conditions

Our terms and conditions apply to all orders. We do not accept any deviations from these terms.

Invoicing options

Invoicing options are e-mail or direct access from your personal "Account Information" on our Web site. Please choose one of these options at the time of your first order. By default, the option is set to "e-mail". Invoices by e-mail are sent in Adobe PDF format. If your e-mail program includes a spam filter that does not accept these types of files, you may want to choose an option other than e-mail to receive invoices. (Please be sure to fill out your Accounts Payable e-mail address in the billing address section of the credit application.)

If you require paper invoices, you must call Accounting and request that service.

Guidelines for Warranty and Returns

30-day money-back returns

30-day return authorizations must be obtained using your online account (also available for guest users).

We offer a 30-day money-back period on all products except AC Motors where noted and refurbished products, beginning 10 days after the date of the invoice. This grace period provides ample time for you to receive the product. Products must be returned in the original boxes in like-new condition. See "Guidelines for Returns" for complete details on how to return a product under the 30-day money back guarantee. Products returned outside the 30-day policy will be subject to restocking fees. AutomationDirect's standard policy is that all customers are responsible for freight charges to AutomationDirect when returning products under the 30-day return policy.

AutomationDirect offers a service through the online returns process that allows you to print return labels from our website. This service is offered at a flat rate and is applicable for small parcel returns only. An additional fee may apply for extra labels. Please note that the shipping charges will be deducted from your returns credit

Warranty

Warranty return authorizations can be obtained using your online account (also available for guest users).

All AutomationDirect products carry a minimum one-year warranty against defects in materials and workmanship. If a product proves defective in materials or workmanship within one year from the date of purchase, we will replace or repair it. *(Start on page TAC-24 for information regarding AC Motors)*. The replacement is your exclusive remedy and our sole obligation for any breach of warranty, except that, if, after a reasonable number of attempts, we are unable to provide you a product that meets the above warranty, we will refund the purchase price for that product, as our sole obligation and your sole remedy. Products returned under warranty (after 30 days) may be replaced with refurbished or remanufactured goods. Return shipping labels are provided on our web store for your use in returning products.

Some products may carry a longer warranty term as specified in this catalog and in our online store. Except for the longer term, these same provisions apply to such warranties. EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY SECTION, WE MAKE NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO ANY PRODUCT, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.

In no event will we be liable, whether in contract, tort or under any other legal theory, for lost profits or revenues, loss of use or similar economic loss, for any indirect, special, incidental, consequential, punitive or similar damages arising out of or in connection with any products (including non-conforming products), or for any third-party claims against you relating to the products, even if we have been advised of the possibility of such claim. In no event will our monetary liability (whether in contract, tort or under any other legal theory) in respect of any product exceed the purchase price that you paid to us for it.

This warranty will be void if product date codes or serial numbers are removed or defaced. Of course, warranties also do not apply to products that have been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized repair, misuse, neglect, accident, alteration, improper installation or other acts which are not our fault, including damage caused in shipping. Our warranty also does not apply to any product that has been damaged by external causes such as fire, flood, sand, dirt, lightning, exposure to weather, acts of God, battery leakage. theft, blown fuses, improper use of any electrical source or connection to product not recommended in writing for interconnection by us.

3rd Party Module Disclaimer for PLC Systems

Automationdirect.com provides technical support and warranty only for PLC modules that are sold directly by Automationdirect.com, and listed on our website at www.automationdirect.com. The use of PLC modules that are designed and manufactured by any 3rd parties within an Automationdirect.com PLC system and not sold directly by Automationdirect.com or listed on our webstore and technical manuals, will void the warranty on a system as a whole, as these modules have not been tested or certified to work within our PLC system. The use of such unauthorized and untested modules could result in system failures, damage to product, persons or even death

Other Guidelines and Warnings

To minimize the risk of potential safety problems, you should follow all applicable local and national codes that regulate the installation and operation of your equipment. These codes vary from area to area and usually change with time. It is your responsibility to determine which codes should be followed, and to verify that the equipment, installation and operation is in compliance with the latest revision of these codes.

At a minimum, you should follow all applicable sections of the National Fire Code, National Electrical Code, and the codes of the National Electrical Manufacturers Association (NEMA). There may be local regulatory or government offices that can also help determine which codes and standards are necessary for safe installation and operation.

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Guidelines for Warranty and Returns

Equipment damage or serious injury to personnel can result from the failure to follow all applicable codes and standards. We do not assume any responsibility for your product design, installation or operation.

Our products are not fault-tolerant and are not designed, manufactured or intended for use or resale as on-line control equipment in hazardous environments requiring fail-sale performance, such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, direct life support machines, or weapons systems, in which the failure of the product could lead directly to death, personal injury or severe physical or environmental damage.

Warnings/Re-manufactured/Repairs

Our product catalog contains many specifications, wiring diagrams and other types of information related to the various product offerings. However, under no circumstances should you use this document for installation, operation or troubleshooting of any equipment. Always consult the appropriate product documentation prior to using the equipment. If you have any questions concerning the installation or operation of this equipment, or if you need additional information, please call for assistance.

For complete guidelines on returning products, see page TAC-23.

Re-manufactured products

If you are looking to save some money on your next purchase with AutomationDirect, you may be interested in our re-manufactured parts. Inventory is available for many of our standard products, and is offered at substantial savings. The select re-manufactured parts are available to U.S. and Canadian customers. You will receive a 20% discount off the catalog price of any available items, and we will give you a full 1-year warranty from the date of purchase against defects and workmanship.

(Our 30-day money-back return policy DOES NOT apply for this offer.)

The products are offered on a "first come, first serve" basis while supplies last. You will need Web access to view product availability and to order.

Products with available inventory will be listed under our "Re-manufactured Products" category at www.automationdirect.com. The items in the category will change based on inventory status at the time the product listing page is generated. Re-manufactured products are also available from our detailed item pages. You will be given a choice to purchase A-stock or Re-manufactured items, where applicable. The re-manufactured items are listed as B-*** (where *** is the A-stock part number without any dashes). For example, the re-manufactured part number for a D2-260 would be B-D2260.

Operator interface repair

C-more Core Exchange

We now offer "Core Exchanges" for all C-more HMI models that are out of warranty and not functioning properly or need repair due to customer damage. Due to hardware compatibility issues, panels that are older than four years from the date of manufacture are not eligible for this program. Please contact Returns Authorizations at 1-800-633-0405 or 770-889-2858. If the same B-stock model is available we will offer it to you at 20% off the regular catalog price. We will then issue you a Return Authorization to send us your non-functioning panel. When we receive the panel, we will then credit your account an additional 20% of the regular catalog price. This will give you a 40% total savings and a full one-year warranty on the replacement panel.

Automationdirect.com (ADC) Returns)
4555 Church Road, Cumming, GA 30028
Phone: (800) 633-0405 or (770) 889-2858, Fax: (770) 889-8672
e-mail ragroup@automationdirect.com

Guidelines for Returning Products

See Page TAC-21 for our Warranty Terms. These guidelines are intended to facilitate and expedite returns and do not alter or modify our Warranty Terms.

It is AutomationDirect's belief that in most cases, although not all, we may be able to provide you a solution so that you may not have to return products to us. Please call one of our Return Authorization (RA) representatives for an RA number before returning any products to us. ALL RAs can also be issued under your account via the Web. The RA representative may request return approval for your product by our Technical Services department before an RA can be issued.

We cannot accept products purchased from one of our Value Added Resellers (VARs) or any other third party. Please contact the VAR from whom you purchased when seeking replacement, repair or credit. For AC Motors products, refer to AC Motors return guidelines by brand starting on page TAC-24.

Warranty Returns/Repairs

Return shipping labels are provided on our web store for your use in returning products. The following guidelines apply to authorized returns for products under warranty (our warranty information is fully described in the previous pages):

1. An RA can be obtained under your account via the Web (see "Online Return" instructions in box below). All date codes and/or serial numbers must be supplied before the RA can be issued. If date codes and/or serial number labels have been defaced or altered in any way, the warranty will be void. No exceptions.

2. Failure symptoms must be reported for each product returned for Quality Control purposes. If this information is not available at the time the return authorization is issued, please specify each failure symptom on the RA form before returning the product.

3. When you have obtained your RA, fold the form, then insert it inside a clear packing list envelope so that the return address is visible.

4. In the return box, include all documentation, cables and other components included with the original parts shipment. Write the RA number on the outside of the shipping box, not the product box.

5. Please return the parts to the appropriate address shown at the top of the RA form within two weeks of issuance. Returned product must be shipped to the address printed on the RMA and noted above. Customer delivery of returned product will not be accepted.

30-Day Money Back

Standard policy is that all customers are responsible for freight charges when returning product. These guidelines apply to returns subject to our 30-day money back policy, found in the previous pages. The following does not apply to Marathon and Leeson products. There are no 30-day returns on those parts.

1. A 30-Day RA must be obtained on our web store by clicking the "PRODUCT RETURNS" link at the top of the page or under "My Account". Fold the form, then insert it inside a clear packing list envelope so that the return address is visible. Note that for small parcel returns, you can choose to receive preprinted shipping labels for a small flat rate, deducted from your returns credit.

2. Any writing, marking, application of stickers, and otherwise defacing of the original product boxes will result in denial of credit.

3. Products must be returned in the original boxes in like new condition. Include all documentation, cables and other components included with the original parts shipment.

4. Shipments should be in an appropriate shipping container to avoid product damage. See "Limits of Liability".

5. Return only products that are specified on that RA. Additional products sent without approval will be returned to you.

6. Please return the parts to the appropriate address shown at the top of the RA from within two weeks of issuance. Note: The address may not be AutomationDirect's Cumming Georgia location, please check carefully for the correct return address.

7. You are responsible for return shipping charges. You may use return shipping labels for a fee of $10 for up to three labels. Each additional label will be an additional $10. The label fee will be deducted from your RMA credit.

Shipments that do not follow above procedures may be returned to sender or restocking and refurbishing charges may be incurred at the current cost of ADC's parts and labor.

Limits of Liability

A return authorization number does not guarantee a refund or replacement. If a refund is initially issued and the manufacturer of the product finds the problem to be due to "customer abuse," credit will be reversed and you will be notified of such action.

AutomationDirect will accept no responsibility nor issue credit for packages damaged in transit for any reason. It is your responsibility to assure that the product is properly packaged for shipment.

Online Return Request Instructions

1. After you have logged in to your AutomationDirect account, visit our Returns page and choose appropriate return reason. Guest users can make the request using the "Request an RMA" link under the "My Account" menu.
2. You'll see a list of your orders which fall within the selected return window. Choose the order that contains the items to return.
3. Verify your contact information, scan the list of items from your order, and enter the quantities you need to return. Then "Submit" the return. Your RMA documentation and requested return shipping labels will be provided for you to print..

Marathon/Leeson Service

AUTOMATIONDIRECT DOES NOT PROVIDE A 30-DAY MONEY-BACK PERIOD OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, ON REGALREXNORD PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.

Warranty, Returns and Service Information for Marathon and Leeson Products

If you have purchased Marathon and Leeson motors, this information applies to those products. Marathon and Leeson motors are brands manufactured and supported by the RegalRexnord Corporation. RegalRexnord may provide a limited warranty on its products; see catalog technical pages for stated warranty periods. For more information, contact RegalRexnord at the Web site and phone numbers below. AutomationDirect will assist you with your technical support issues, however, all repair services are performed directly through an authorized Marathon/Leeson service center.

Marathon/Leeson Service Center and Support Information

To locate the nearest Marathon/Leeson service center near you, visit the Regal service and support website:

https://www.regalrexnord.com/installation-repair-rebuild-servcies

Or Contact:

For Commercial motors (Frames 56 and 140):

Call Commercial Warranty center at (800) 558-5490, or email:
commercialwarranty@regalrexnord.com

For Industrial motors (Frames 180 and larger):

Call Mike Boldig at (715) 675-3311 ext. 8240

WEG Service

AUTOMATIONDIRECT DOES NOT PROVIDE A 30-DAY MONEYBACK PERIOD OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, ON WEG MOTOR PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.

Warranty, Returns and Service Information for WEG Motor Products

If you have purchased WEG motors, this information applies to those products. WEG may provide a limited warranty on its motor products; see catalog technical pages for stated warranty periods. For more information, contact WEG at the Web site and phone numbers below or see the WEG warranty policy.

https://static.weg.net/medias/downloadcenter/h6b/ha7/WEG-Electric-Corporation-Warranty-Terms.pdf

AutomationDirect will assist you with your technical support issues, however, all repair and warranty services are performed directly through an authorized WEG service center

WEG Service Centers and Support Information

To locate and contact the nearest WEG service center near you, visit the WEG service and support website.

https://www.weg.net/institutional/US/en/contact/service-network

Or

For further assistance contact WEG at (800) 839- 2529

IronHorse Service

EXCEPT AS EXPRESSLY PROVIDED BELOW, AUTOMATIONDIRECT DOES NOT MAKE ANY REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, ON IRONHORSE MOTOR OR STABLE MOTOR BASE PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.

Warranty, Returns and Service Information for IronHorse Motors and Stable Bases

AutomationDirect offers a 2-year warranty against defects in materials and workmanship on all Ironhorse rolled steel and cast iron motors, and a 1-year warranty on Ironhorse stainless steel motors and Stable bases. AutomationDirect will replace motors 40 hp and smaller that prove to be defective. For all motors 50 hp and larger, we require that IronHorse motors be inspected by an authorized EASA repair center. IronHorse Motors that have been modified to include the installation of a C-Face flange or a change in terminal box location, F1 to F2; must have been modified by an authorized EASA Repair Center in order to maintain the motor Warranty. Warranty claims for IronHorse motors with a C-Face flange not factory installed, or a motor with a relocated terminal box, F1 to F2; must include copies of supporting documentation consisting of the invoice, the motor model number, the motor serial number, and the date of the modification from the EASA shop that performed the modification. The EASA repair center will provide us with a disposition on the warranty claim and, if deemed to be under warranty, we will cover 100% of the cost of the repair. (excluding shipping and/or freight carrier insurance charges). In cases where it is not economical to repair the motor, we will replace it at no charge to you. (We will pay an evaluation fee of up to $100 U.S. per motor.) We will not cover any cost where a motor was subject to any improper installation, abuse, modifications, neglect, misuse, exposure to moisture or dampness or any unauthorized repair. We will not reimburse the customer for any repair performed by themselves or by anyone not authorized by AutomationDirect. A purchase order may be required to start the repair process. Please call AutomationDirect to start the process.

Please Note: We cannot accept or file warranty claims on IronHorse motors that you did not purchase directly from us. If you purchased an IronHorse motor from one of our Value Added Resellers (VARS) or from anyone other than AutomationDirect, you must go directly through their return and repair channels.

Service Centers and Support Information

AutomationDirect Technical Support Services: please call (770) 844-4200 or 1-800-633-0405

www.automationdirect.com - Tech Support

www.EASA.com – for qualified EASA repair shops near you

Returning Items Containing Dangerous Goods

Continental U.S.

All shipments that contain items that are classified as dangerous goods or hazardous material under the US Department of Transportation concerning the Code of Federal Regulations Title 49 (49 CFR) or International Air Transport Association Dangerous Goods Regulations should ensure that all shipping restrictions and guidelines are followed to return the products back to AutomationDirect.com, Inc. Failure to do so will result in a direct violation of US/IATA regulations and could result in additional fines, penalties and/or fees. Examples of such items include but are not limited to: lithium batteries, magnetized material, flammable liquids and pressurized gases.

Shipments that contain items with special shipping restrictions imposed by the U.S. Department of Transportation should not be returned to AutomationDirect using any type of service other than ground. Doing otherwise would be in direct violation of US National Dangerous Goods Regulations concerning the Code of Federal Regulations Title 49 (49 CFR) at http://bit.ly/usngr49 . If you have any questions or concerns regarding whether or not your shipment contains any items with special shipping restrictions please ask your returns customer service representative.

Hawaii, Alaska and International

Products are classified as dangerous goods under the US National Dangerous Goods Regulations concerning the Code of Federal Regulations Title 49 (49 CFR) at http://bit.ly/usngr49 and the IATA: Dangerous Goods Regulations (DGR) if they contain magnetized material, flammable, pressurized, corrosive, environmentally hazardous or otherwise harmful substances. As such these products are subject to shipping restrictions imposed by the US Government under Title 49 (49 CFR) State Variation USG-02 which states "Primary (non-rechargeable) lithium metal batteries and cells, (UN3090 and UN3091), are forbidden for transportation aboard passenger-carrying aircraft; this includes primary lithium batteries that are shipped alone, contained in equipment or shipped with equipment. Such batteries transported in accordance with Packing Instruction 968, 969 or 970 at http://bit.ly/iatapk must be labeled with the 'Primary Lithium Batteries-Forbidden for Transport Aboard Passenger Aircraft' or 'Lithium Metal Batteries-Forbidden for Transport Aboard Passenger Aircraft.'" This informs the carrier that the products contained inside that particular package may pose a higher risk if transported commercially than other products. While the quantities sold by AutomationDirect.com are limited and as a result carry a relatively low risk during transport AutomationDirect.com and its customers must follow specific guidelines laid out in the Code of Federal Regulations Title 49 for transportation and handling. If you would like to return such products to Automationdirect.com you must follow the established guidelines.

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 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 pack age(s) will be you 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

We sell good proximity sensors at great prices - and we back them up!

AutomationDirect Lifetime Warranty

For inductive proximity sensors sold to the Original User for the lifetime of the original application.

The following terms apply to the LIFETIME WARRANTY in addition to the General Terms:

1. This warranty is available only to AutomationDirect's authorized Value Added Resellers and to the Original User. In the event the ownership of the product is transferred to a person, firm, or corporation other than the Original User, this WARRANTY shall terminate.

2. This WARRANTY is applicable only to the original installation of the product. In the event the machinery, equipment, or production line to which the product is connected or on which it is installed, is substituted, changed, moved or replaced, the WARRANTY shall terminate.

3. This WARRANTY shall be valid only if the product was purchased by the Original User from AutomationDirect, or from an authorized AutomationDirect Value Added Reseller, or was an integral part of a piece of machinery and equipment obtained by the Original User from an original equipment manufacturer, where the part was purchased by the original equipment manufacturer directly from AutomationDirect or from an authorized AutomationDirect Value Added Reseller.

Purchasers Remedies

This remedy shall apply to all WARRANTIES. If an AutomationDirect Value Added Reseller desires to make a WARRANTY claim, the Value Added Reseller shall, if requested by AutomationDirect, ship the product to AutomationDirect's facility in Cumming, GA postage or freight prepaid. If the Original User desires to make a WARRANTY claim, they shall notify the authorized Value Added Reseller from whom it was purchased or, if purchased directly from AutomationDirect, shall notify AutomationDirect and, if requested by AutomationDirect, ship the product to AutomationDirect's facility in Cumming, GA postage or freight prepaid. AutomationDirect shall, at its option, take any of the following two courses of action for any products which AutomationDirect determines are defective in materials or workmanship.

1. Repair or replace the product and ship the product to the Original User or to the authorized AutomationDirect Value Added Reseller, postage or freight prepaid; or

2. Repay to the Original User that price paid by the Original User; provided that if the claim is made under the lifetime WARRANTY, and such product is not then being supplied by AutomationDirect to the Original User, shall be reduced according to the following schedule:

Number of Years Since Date of Purchase by Original User	Percent of Original Purchase Price To Be Paid by AutomationDirect
10.	50 percent
15	25 percent
20	10 percent
More than 20	5 percent

REMEDIES OF PURCHASERS AND VALUE ADDED RESELLERS SHALL BE LIMITED EXCLUSIVELY TO THE RIGHT OF REPLACEMENT, REPAIR OR REPAYMENT AS PROVIDED ABOVE AND DOES NOT INCLUDE ANY LABOR COST OR REPLACEMENT AT ORIGINAL USER'S SITE. AUTOMATIONDIRECT.COM SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES RESULTING FROM ANY ANY BREACH OF ANY WARRANTY, EXPRESSED OR IMPLIED, APPLICABLE TO THE PRODUCT, INCLUDING WITHOUT LIMITATION, ANY DAMAGES RESULTING FROM PROPERTY DAMAGE, PERSONAL INJURY OR BUSINESS INTERRUPTION, EVEN IF NOTIFIED OF THE POSSIBILITY OF SUCH DAMAGES.