

HOW TO ORDER

Please **EMAIL, FAX, CALL** or **WRITE** and our staff will be happy to serve you, whether it is an order, a quote or a question about any of our products or services.

HOURS: 10am-6pm (Mon-Fri) EST

NOTE: We do not have a retail location for walk-in customers!

We are closed for all statutory Canadian holidays, which we post before the date on our Web Site.

There is 'Voice-Mail' available for messages outside of our regular business hours.

Toll Free Order Line in the U.S. and Canada: 1-866-681-9602
TELEPHONE: (905) 681-9602 - Technical help and general inquiries
FAX: (905) 631-5777 - Fax orders or inquiries 24-hours-a-day
EMAIL: order@partsconneXion.com and/or info@partsconneXion.com
WEBSITE: <http://www.partsconneXion.com/>

MINIMUM ORDER: There is no minimum order, but ALL ORDERS UNDER \$25 (before shipping is calculated) are subject to a \$5 HANDLING FEE in addition to the shipping fee.

PRICES: All prices are in U.S. Dollars – USD. ALL PRICES SUBJECT TO CHANGE WITHOUT NOTICE. The prices on our website are typically the most up-to-date.

F.O.B. POINT: All items are F.O.B. (Freight on Board) Oakville, Ontario, Canada. Parts ConneXion cannot be held responsible for any order once it has been shipped.

SHIPPING: We ship all in-stock orders within 24 hours of ordering and/or receiving payment, **EXCEPT during very busy times of the year (when order volume rises dramatically during a special sale).** Any items not in stock will automatically be back-ordered and shipped as soon as they arrive, unless otherwise specified. See back-order section for more details.

SHIPPING METHODS: Please specify your shipping method preference at time of order or our default shipping method, listed below, will be used.

NOTE: The default method is the cheapest.

USA: The DEFAULT shipping method is Small Packet Air Mail (for orders under 2.2 lbs/1 kg) and Express Post (for orders over 2.2 lbs/1kg), which is similar to Priority Mail in the USA. Back-orders ship via Small Packet Air Mail. Shipments can ship via FedEx Priority (at your request). Please use your 9 digit zip code (00000-0000) if you have one as it may speed postal delivery.

CANADA: The DEFAULT shipping method is Expedited Mail, we can also ship via Express Post. Back-orders ship via Expedited Mail. Priority shipments ship via FedEx (at your request).

INTERNATIONAL: The DEFAULT shipping method is Small Packet Air Mail. Back-orders ship via Small Packet Air Mail. Priority shipments ship via FedEx (at your request).

NOTE: We "add" shipping charges on ALL orders and customers are responsible for such charges.

SHIPPING SERVICE LEVELS:

Any applicable customs, duties, and taxes are the responsibility of the consignee.

ALL PRICES AND AVAILABILITY SUBJECT TO CHANGE WITHOUT NOTICE.

NOTE: For US and INT'L orders over \$500 USD in value, pcX will automatically ship them via FEDEX (fully trackable), as pcX will not assume liability for their safe delivery otherwise. Thus, customers who insist on AIR MAIL or EXPRESS POST shipment methods (over this value), are taking full responsibility for them.

Small Packet Air Mail (not trackable): Delivery is generally between 7 to 10 business days in North America; 10 to 14 days plus to International destinations.

Expedited Mail (trackable): Delivery in Canada ONLY; 2-5 business days.

Express Post (trackable): Delivery is 1 to 2 business days in Canada; 3 to 5 business days in the US. For delivery confirmation, request the tracking number on your shipment from Parts ConneXion, and call Canada Post at 1-888-550-6333 (M-F 8am-6pm) or click on "Track a Package" at www.canadapost.ca 24-hours a day.

FedEx Express Priority (trackable): Delivery is next business day to most major North American cities; 2-day delivery to most centers in Western Europe; 2-4 days in Asia. For delivery confirmation, obtain your tracking number from Parts ConneXion and call 1-800-GO-FEDEX or enter number and click "Track It" at www.fedex.com 24-hours a day.

NOTE: In some cases, FedEx adds a surcharge if the recipients address is outside their normal delivery area. In these cases, we will have to charge you, the customer, afterwards for these additional costs, once they are known to us.

SHIPPING COSTS: Actual shipping costs are a function of the method of shipment, the shipments weight or its cubic displacement, whichever is more (those are carrier rules, not ours). We cannot calculate the cost until your order is picked, packed, weighed and measured. Therefore, we can only provide you with an estimate at the time you order.

PAYMENT METHODS:

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Payment may be made by:

1) **VISA, MASTERCARD or AMEX (2% surcharge will apply to AMEX):** Please provide the card number, expiry date, and the name as it appears on the card if different from addressee. All orders are billed in U.S. Dollars (US\$). However, Canadian customers are charged in CDNS\$, at the current daily exchange rate, plus applicable taxes.

NOTE: On large OEM/Distributor orders, pcX cannot absorb the CC merchant fee...therefore; these orders will have a 2.5% CC surcharge added if this method of payment is still requested by the customer. To avoid this, we suggest sending a TT wire transfer instead.

2) **MONEY ORDER:** We only accept "International Money Orders" in USD (US\$) or Canadian Dollars (\$). No domestic US Postal money orders are accepted.

3) **BANK DRAFT OR BANK CHEQUE:** In U.S. or Canadian Dollars (\$).

NOTE: We do not accept personal or company cheques

4) **BANK TRANSFERS (TT Wire):** Larger orders only, additional \$35 fee is applied. Please contact us for details.

5) **PAYPAL:** A surcharge of 2% will apply. We will contact you via email with a full Paypal quote and the EMAIL address you will need to send funds to, only once the quote has been picked and weighed for shipping costs.

BACK-ORDER POLICY: Back-ordered items will appear on the invoice in a column marked as B/O. We will automatically ship in-stock items immediately and ship back-orders as stock arrives, unless you specify that you want your order to be shipped complete at one time. Back-ordered items are NOT billed to the customer until they are shipped.

NOTE: Due to some supplier lead times and the specialized nature of the products we carry (some of which are made to order), some back-ordered items may have very long lead times.

CHANGES TO ORDERS: Changes to orders must be made before 12 noon on the day of the order, otherwise the order may have been processed.

WARRANTY: Since we, at Parts ConneXion, do not control the use of the products we sell, there are no expressed or implied warranties beyond those stated herein from the manufacturer, and we will not be responsible for any consequential or indirect damages incurred from improper use or handling (including static electricity). Parts ConneXion disclaims any implied warranties of merchantability or fitness for any particular purpose. Parts ConneXion acts only as a distributor of products manufactured by other companies, and expressly limits its liabilities to any guarantees extended by the manufacturer, which Parts ConneXion passes on to the customer. No warranties apply if the goods are in any way altered or modified after delivery by Parts ConneXion or its carriers.

PARTS RETURN POLICY: It is the responsibility of the purchaser (i.e. YOU!) to determine the suitability of parts for their intended application when placing your order. You should inspect the shipment upon receipt and satisfy yourself that it is as ordered.

- a) pcX will only take back parts in situations where they are defective or are incorrectly shipped. We accept no merchandise for return without a Return Material Authorization number (RMA#) which may be obtained by contacting our order service department and supplying the original invoice number and date.
- b) pcX may accept (at our discretion) returns, under special circumstances. However, in these cases, a store credit will be issued for the value of goods returned, less a re-stocking charge of 15%. All returned goods must be in their original saleable condition and in original shipping containers. Any returned parts that have been soldered, leads trimmed, etc, will NOT be refunded.
- c) Defective or incorrectly shipped merchandise will be fully credited or replaced at our option, subject to inspection of the returned merchandise.
- d) Parts must be returned within 30 days of shipping (or within manufacturers' warranty) to be eligible for replacement or credit.
- e) Special orders, assembled, or non-stock items are not returnable.
- f) Make sure you check with one of our sales reps on return shipping methods, when calling for RMA #.

DAMAGED GOODS: All shipments should be inspected upon delivery. Any damages incurred during shipping should be IMMEDIATELY CLAIMED to the CARRIER. The shipment of items to replace defective merchandise will be done via Small Package Airmail, or equivalent low cost method.

INSURANCE & EXTRA COST: All EXPRESS POST and FEDEX shipments are automatically insured for \$100.00 CAD. Additional insurance is available (for all shipping methods, except AIR MAIL) at a cost of \$1.00 for every additional \$100.00 of order value.

NOTE: International shipments can only be insured for the declared customs value of your order.

TECHNICAL ADVICE: One of the most valuable services Parts ConneXion offers is the advice of our technical staff. It is often better to put your question, along with all other relevant information, by EMAIL (info@partsconneXion.com), FAX, or mail it to us. While we try to answer as many technical inquiries as possible, due to the sheer volume we receive, we cannot guarantee a timely response to every technical inquiry. (Besides, we will freely admit that we do not have ALL of the answers!)

SKU# (Stock Keeping Unit code): You will see this reference code listed beside (usually to the left side) beside every one of the parts and products we list for sale as well as on your invoice. The SKU code is a unique product identifier and is used to track parts/products in our inventory system.

As you will see it is a two-part code – an alpha and a numeric and if both parts of the code are used, order accuracy is improved and processing is expedited. White space has been provided, on our order form, for your use to enter the SKU code. This will assist in you receiving the right part/product -- the one you ordered!

SUGGESTIONS: Our customers are extremely important to us. If you have any comments or suggestions on our products or services, please feel free to contact us. We need your input to serve you better.

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