

Placing Orders

Telephone Orders: Telephone orders may be placed between 8:00 AM and 8:00 PM Eastern Time, Monday through Friday. Call 973-335-6550. Orders placed by 6:30 PM will be shipped the same day (established accounts and credit card payments).

Fax Orders: Submit orders by fax to 973-335-6770.

Email Orders: Submit orders via email to:
sales@instockwireless.com

Credit Card Orders: We accept VISA, MasterCard, American Express and Discover. Credit card billing occurs at shipment.

Written Orders: Submit written orders to our headquarters address:

INSTOCK Wireless Components, Inc
50 Intervale Road
Boonton, NJ 07005 USA

Blanket Orders: For customers routinely purchasing specific products, a blanket order may be established. This provides for the automatic shipment of the item(s) on a regular basis, greatly benefits the customer with better unit pricing at a higher volume discount level, eliminates issuance of additional purchase orders and assures uninterrupted customer operation through prompt deliveries. Contact us for additional details.

Acceptance of Terms and Conditions: By placing an order the purchaser acknowledges having read the terms and conditions herein and accepts them fully unless specific exception has been requested and agreed to by INSTOCK Wireless Components, Inc.

Shipping Terms

Shipping Method: Shipment is available via UPS, FedEx, DHL, TNT Express and Postal. You may specify a carrier and manner of shipment, and we will use this carrier when possible.

FOB Point: All shipments are FOB shipping point (50 Intervale Road, Boonton, NJ 07005 USA).

Shipping Charges: Prepaid and separately added to the invoice or billed directly to customer's shipping account.

Insurance: Available by carrier at current rates and by specific request when placing your order. Insurance costs are assumed by the buyer.

Title and Ownership: Title and ownership of all merchandise is transferred to consignee upon delivery to a commercial carrier. Acknowledgement of receipt of merchandise in good condition is made by the commercial carrier.

Payment Terms

Established Accounts: Net 30 days from date of invoice to firms in good credit standing.

Non-Established Accounts: You may apply for a new account, with or without a new order, by simply completing our Credit Approval Form and faxing or mailing it to us. We will do our utmost to expedite the process, however, allow up to five business days for processing. In the interim, payment for orders may be made by credit card, C.O.D., electronic wire transfer, certified check, irrevocable letter of credit, or check in advance.

Merchandise Return and/or Exchange

Material will be accepted for return or exchange within 30 days from the date of invoice provided the returned goods are unused, undamaged and in a resalable condition as determined by our inspection. Custom designed product is not eligible for return. Please contact us to obtain a **Return Material Authorization (RMA)**. Packaging and all transportation expense is assumed by the buyer. All returned material is subject to a 15% restocking charge, except for the return of items covered by the standard terms of warranty.

Damaged Goods

Inspect carton upon receipt for visible signs of damage. If carton is received conspicuously damaged, refuse acceptance and/or alert carrier to the condition.

Warranty

All product manufactured by INSTOCK Wireless is guaranteed to be free from defect in material and workmanship, under normal use, for a period of **2 years** from date of invoice. This warranty is limited to repair or replacement of defective components as determined by our inspection and discretion. Please contact us to obtain a **Return Material Authorization (RMA)**. Packaging and all transportation expense is assumed by the customer.

Export Orders

Normal shipping terms are Ex-Works. Depending on destination, export orders may be subject to additional charges for Duty, Value Added Tax (VAT) or Goods and Services Tax (GST), etc. These charges are assumed by the buyer. Please request a Pro-Forma Invoice prior to placing your order to avoid any delay.



INSTOCK Wireless Components designed & manufactured in the USA