

# Notices

AutomationDirect, automationdirect.com, AUTOMATION NOTEBOOK, AcuAmp, CLICK, C-more, **Direct**LOGIC, **Direct**SOFT, **Direct**NET, **Direct**View, **Direct**Touch, **DIN**nectors, DURAPULSE, IronHorse, PLCDirect, PLCDirect by KOYO, Productivity3000, ProSense, Rhino, SCREEN CREATOR, Solo, Stride, SURESTEP, SURESERVO, C-more and WinPLC are registered trademarks of Automationdirect.com (doing business as AutomationDirect). Other pending and unregistered marks of AutomationDirect also appear throughout this catalog. This publication is based on information that was available at the time it was printed. At AutomationDirect, we constantly strive to improve our products and services, so we reserve the right to make changes to our products, terms and conditions and/or publications at any time without notice and without any obligation. This publication may also discuss features that may not be available in certain revisions of the product. AutomationDirect makes no representation or warranty, expressed, implied, or statutory with respect to the information in this catalog. Our terms and conditions of sale, as in effect at the time of printing, may be found on the following pages. Our standard terms and conditions in effect at the time an order is accepted (including as to limited warranties and limitations of liability) apply to all purchases. We do not accept any deviations from those terms. If any additional or different terms or conditions are included in your order, we may choose to fulfill your order, but the additional or different terms and conditions will not apply or be deemed accepted by us. This publication 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.

Copyright © October 2011, Automationdirect.com Incorporated

All Rights Reserved.

No part of this publication may be copied, reproduced, or transmitted in any way without the prior, written consent of Automationdirect.com Incorporated.

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. 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](http://www.automationdirect.com), our online store, you will see our full range of products.

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

New and existing customers can place orders via the Web site for direct shipment (in the USA and Canada). New customers are assigned an account number during registration, whereas existing customers need to use their established account numbers. Your account number can be found on any statement, invoice, packing slip or other related material. If you need to verify this number, please contact the Web Help Desk (call 1-800-633-0405, choose Sales option, then Web 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 facility, 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 TC-5). All orders, billing, or shipping correspondence should be directed to:

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

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

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

We forward or respond to all international orders, but we cannot accept any responsibility or provide technical support for orders placed through our international affiliates. To view the list of international affiliates, visit our site and click on "About Us", then "VAR & International Sales".

#### 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 warehouse on the day the order is entered if received before 6 p.m. EST on a business day (see chart below for exceptions). Drop-ship items from suppliers have earlier order deadlines for 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 our sales representatives 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, warehouse the same day (see chart on page TC-6).

### 3. Fax orders

Our fax machines 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 processed 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 confirmation of your order. Our fax number for Sales is (770) 889-7876.

### 4. Mail orders

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

### 5. EDI

Available on a limited basis. Call for details.

#### Same-day Shipping Deadlines

In general, orders for in-stock items direct shipped from Georgia warehouse are shipped the same day if received before 6 p.m. EST, if paid with credit card or approved credit. However, there are carrier, product and shipping origination (drop-ship) restrictions and exceptions that may require earlier order cut-off times. If your order is time-sensitive, be sure to review the complete shipping deadlines chart on page TC-6.

# 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. Our 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. That is, 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

AUTOMATIONDIRECT is located in the state of Georgia and is obligated to charge sales tax respectively for delivery within Georgia and customer pick-up orders. Sales tax rate varies by county. Georgia tax-exempt customers must submit their tax exemption certificate to avoid tax. We do not add or collect sales tax for states other than Georgia. It is the customer's responsibility to pay appropriate tax to your state when necessary.

## Receiving shipments

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

## Backorders

While we constantly strive to have all products in inventory, you may order an item that is temporarily out of stock. 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, the displayed status may no longer be accurate. It would be advisable to check again just before order placement.* 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 Hubbell/ Wiegmann or Marathon Electric, which include enclosure products and some motors, will ship complete upon availability of all related items on the order.

We make every attempt to calculate and present an expected shipment date for backordered items. This is presented in our store shopping cart. Expected ship date is an estimate 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 Service team for additional details. Please note that the dates are not guaranteed dates and AutomationDirect cannot be held liable if the date is not met. The information is provided for your 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 sales@automationdirect.com or call 800-633-0405.

## Changes to orders

Our highly automated order system has a very short time span (usually minutes) 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 Sales immediately; do not rely on an email request. Sales 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 make sure 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

Of course, our Web site, fax machine, phone mail and e-mail systems never sleep, so please feel free to order online, fax an order or leave a message at any time.

## Company address and numbers

Please use the address below for all forms or correspondence. Online users can access email addresses for the various departments. Choose "About Us", then "Contact Us". If you have a question about online ordering during normal business hours, call 1-800-633-0405, choose Sales option, then Web Help.

### Mail:

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

### Remit to:

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

### Sales/accounting phone:

800-633-0405

### Accounts receivable:

770-889-7588

### General accounting fax:

770-781-0564

### Credit Application fax:

770-844-4213 or

credit@automationdirect.com

### Sales fax:

770-889-7876

### Sales email:

sales@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

## Orders processed

If you are placing an online order, and there are no credit or shipping issues, the order will be processed as soon as it is received into the business system. For faxed or mailed 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.

# Shipping Options

## 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. The LTL freight charges, where applicable, are added to your invoice.

## Shipping methods

- **Economy ground** (delivery time depends on where you live in relationship to our Cumming, GA location; or, for drop-shipped items, their point of origin)
- **Standard 2-day (transit) \*** - We use our choice of carrier and a combination of ground and air services that allow us to reach any U.S. destination within 2 days transit time (or less). Canadian orders use the same method, but may take longer based on destination. This method is available for orders shipped from our Cumming, GA warehouse (no drop-ships) that do not require LTL shipping.

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:

- Next-day air
- 2-day air
- Early a.m. (only available in certain areas. Check shipper Web site to see if available in your area.)
- Saturday (available only in certain areas; accepted after shipping cutoff on Thursday and all day Friday.)

**Notes:** If you require your order to be shipped via UPS, you will need to supply your UPS account number. Only UPS-defined shipping methods are available when requesting UPS shipping.

\* **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 I-check.**

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

## Orders shipped

After receipt of your order, all ground, next day, second-day, and air orders entered before the shipping deadline will generally be shipped the same day for items direct shipped from our Georgia warehouse (see "Same-Day Shipping Deadlines", page TC-6, for details and exceptions, including drop-ships from other suppliers). If received after the shipping deadline, your order will generally be shipped the following business day. If you're a new customer opening a credit account, allow up to two business days to verify credit information. Backorders will automatically ship (via the same method as the original shipment) when the product is in stock, with no additional delivery charges.

**Note, in order to receive same-day shipping, you must be paying via credit card or an established credit account. I-checks can be delayed due to bank processing time.**

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 our Accounting department to resolve any issues (call 770-889-7588 9 a.m. to 6 p.m. EST or email us at ar@automationdirect.com).

## Insurance

Because we ship FOB origination within the U.S (order-dependent in Canada), 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 drop shipment 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", then "Processed Orders/Tracking". Choose the appropriate order and press the "+" key to expand. 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).
- For shipments to Canada, timely delivery cannot be guaranteed as they can be delayed in customs.
- Check with your receiving department. We have received many calls where 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.

### Same-day Shipping Deadlines

In general, orders for in-stock items direct shipped from Georgia warehouse are shipped the same day if received before 6 p.m. EST, if paid with credit card or approved credit. However, there are carrier, product and shipping origination (drop-ship) restrictions and exceptions that may require earlier order cut-off times. If your order is time-sensitive, be sure to review the complete shipping deadlines chart on page TC-6.

# Shipping and other Charges

## Shipping charges (U.S.)

Shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number (*UPS or FedEx accounts only*). Default shipping method is ground small package service, except for heavy items or orders that may require LTL shipping.

Free standard 2-day (transit)\* shipping is available for orders over \$300 within the U.S. and Puerto Rico, which are typically shipped via our choice of carrier; 2-day transit time does not apply for LTL shipping of heavy items/orders or drop-shipped items. (*We cannot ship heavy items to Alaska, Hawaii or Puerto Rico. To determine if an item is excluded, check the "Availability" column of printed price list.*)

All other shipping services (*such as expedited*), and shipping on orders under \$300, are calculated based on order weight, and charged at the carrier's published rates. Also, **please review all notes on this page regarding possible surcharges**. Check carriers' Terms and Conditions for other surcharges that may apply.

Certain heavy orders or items must ship via LTL (*truck*). 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.

## 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 (*UPS or FedEx accounts only*). Canadian orders are shipped FOB origination unless you use AutomationDirect as your broker (see below).

Free standard shipping is available for orders totaling over \$300 U.S. (typically shipped via our choice of carrier), except for items or orders that may require LTL shipping. Heavy items requiring LTL transit always incur shipping charges and standard transit time does not apply; however, their value is used to calculate if an order is over \$300 total. Heavy orders which otherwise qualify for free shipping may require LTL transit. Standard transit time also does not apply to drop-shipped items.

All other shipping services (*such as expedited and LTL*), and shipping on orders under \$300, are calculated based on order weight, and are charged at the carrier's published rates. Also, please review all notes on this page regarding possible surcharges. Check carriers' Terms and Conditions for other surcharges that may apply.

Certain heavy orders or items must ship via LTL (*truck*). 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. To determine if an item requires LTL shipping, check the "Availability" column of the printed price list.

Canadian customers are responsible for all duties, brokerage and applicable country taxes if the broker is specified by the customer.

### Same-day Shipping Deadlines

In general, orders for in-stock items direct shipped from Georgia warehouse are shipped the same day if received before 6 p.m. EST, if paid with credit card or approved credit. However, there are carrier, product and shipping origination (drop-ship) restrictions and exceptions that may require earlier order cut-off times. If your order is time-sensitive, be sure to review the complete shipping deadlines chart on page TC-6.

When shipping standard method to Canada, you can choose to allow AutomationDirect to nominate a broker for your shipment\*\*. This can save on brokerage fees; see below for guidelines. When using this option, all brokerage, duties, taxes and applicable shipping charges are calculated when you place your order. With this option, orders are shipped FOB destination.

- Orders under \$17 U.S. are duty, tax and brokerage-free, pay only applicable shipping charges
- Orders from \$17 to \$34 U.S. incur a flat \$6 brokerage fee, plus applicable duties, taxes and shipping charges
- Orders over \$34 U.S. incur a flat \$10 brokerage fee, plus applicable duties, taxes and shipping charges

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

## Other notes on shipping and delivery

The following are surcharges for specific situations:

- **Fuel** surcharges may apply; these are charged by the carrier and are added to any shipping charges.
- **Extended delivery area** surcharges (*locations considered remote*)

Often, these charges can only be estimated until actual delivery. Check carriers' Terms & Conditions for other surcharges that may apply.

### Standard shipments

- Additional charge applies for deliveries to residential addresses.

### Air shipments (U.S.)

- Add \$31 surcharge for early a.m. delivery.
- Add \$15 surcharge for Saturday delivery.

**Note:** *These rates could change without notice. AutomationDirect charges same surcharge as carrier at the time of shipment.*

Other notes/guidelines/restrictions on delivery times:

- All shipments are subject to stock availability.
- Delivery times are based on carrier policies. We cannot guarantee delivery times. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.
- Due to shipper restrictions, we cannot ship to P.O. boxes.
- All air services vary by zip code. Check delivery services for your area before ordering.
- For shipments to Canada, timely delivery cannot be guaranteed as the shipments can be delayed in customs.

We cannot ship outside the U.S. or Canada. To view the list of international VARS, visit our Web site and click on "About Us", then "VAR & International Sales".

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

**\*\* For Canadian orders, certain items cannot be brokered through AutomationDirect, including drop-ship items from any location other than our Cumming, GA warehouse, and any items or orders that must be shipped LTL freight. 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.**

# Shipping Deadlines

## Same-day Shipping Deadlines

Orders for in-stock items can generally be shipped the same day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect the order deadline.

To determine product availability, 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).

AutomationDirect Same-Day Shipping Deadline Chart (all times EST) <sup>1</sup>					
Product Type	Shipment Type	FedEx	UPS	FREIGHT (LTL) <sup>4</sup>	PICK-UP (at AutomationDirect, Cumming, GA only)
<b>Stock products from AutomationDirect, Cumming, GA<sup>1</sup></b>	<b>Std. carrier</b>	6 p.m.	5 p.m. <sup>5,8</sup>		5 p.m.
	<b>Freight (LTL)</b>			5 p.m. <sup>6</sup>	5 p.m.
<b>Enclosures<sup>2</sup> (all vendor-shipped)</b>	<b>Std. Carrier</b>	4 p.m. <sup>7</sup>	4 p.m. <sup>7</sup>		NA <sup>9</sup>
	<b>Freight (LTL)</b>			4 p.m. <sup>7</sup>	NA <sup>9</sup>
<b>Marathon motors<sup>3</sup> (if vendor-shipped)</b>	<b>Std. carrier</b>	All vendor-shipped Marathon motors currently have lead times up to 10 business days (may change without notice); same-day shipping deadlines do not apply			NA <sup>9</sup>
	<b>Freight (LTL)</b>				NA <sup>9</sup>

### Notes

- Applies to 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.
- All enclosures are vendor-shipped directly from their manufacturing location. See catalog or Web to determine if item must ship via freight due to weight or size.
- Applies to vendor-shipped Marathon motors only; see catalog or Web to determine if your items are in-stock motors (shipped from our Cumming, GA warehouse, where stock product ordering deadlines apply) or vendor-shipped. See catalog or Web to determine if item must ship via freight.
- Customer must have fork lift and receiving dock, or additional charges may be charged by freight service.
- All non-freight motors shipped from Cumming, GA are shipped FedEx, regardless if UPS is selected. If you choose UPS for an order that contains motors, the motors will be changed to FedEx shipping.
- Express freight delivery is available (for items shipped from the Cumming, Georgia location) to certain Southeastern USA locations for a premium charge. Call for available destinations. LTL shipping is not available to Alaska, Hawaii or Puerto Rico.
- Enclosure orders ship complete from vendor (when all enclosure parts are available). See catalog or Web to determine if your items have lead times that may affect shipment release.
- Customer-selected UPS is only available as UPS collect.
- Vendor-shipped items cannot be picked up from our Cumming, Georgia warehouse. Items are shipped directly to the customer's shipping address.

# 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. You can fax the credit application found in this desk reference to Accounting's credit department (770-844-4213), or, if you are ordering online, you must complete the online credit application along with the order. Orders less than \$100 from customers who have not established credit must be paid using any of our accepted credit cards or via I-check (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 \$25 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 *Shipping Deadlines* on page TC-6 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. I-check

I-checks will make payment by drawing directly on funds from a bank account. Supply the sales associate (if ordering by phone) or enter at checkout (if ordering online), your bank routing number, bank account number, check number, and other required information. We will draw the funds directly from your account for the order payment. If you have a pre-approved account, we will ship your order immediately upon receipt, otherwise your order will ship upon receipt of the I-check funds from your bank. You can also pay open invoices online via I-check. Simply choose "My Account", then "Open Invoices/Pay Online" and follow directions.

Note: Information must be entered exactly as it is registered with your bank or a delay may occur. (Existing customers' order will ship the same day. New customers will ship the next day after account information has been verified.)

## 4. Wire transfer

We can also accept wire transfers for larger orders. (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 can now be obtained using your online account.

We offer a 30-day money-back period on all products except Marathon Electric motors 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.

## Warranty

Warranty return authorizations can now be obtained using your online account.

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. (See page TC-11 for information regarding IronHorse and Marathon Electric 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.** AutomationDirect's standard policy is that all customers are responsible for freight charges to AutomationDirect when returning products under the warranty return policy.

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.

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.

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-safe 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.

The full catalog desk reference 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 TC-10.

# Refurbished Products

## Refurbished products

If you are looking to save some money on your next purchase with AutomationDirect, you may be interested in our refurbished 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.

Type <http://support.automationdirect.com/bstock/> in your Web browser; read the instructions, view available products, then fill in your company information and the products you wish to purchase. Once the system verifies the products and quantities, simply print the form and fax it to the number provided on the Web site. Your order will be sent to a company sales representative who will then fill your order.

## Guidelines for Returning Products

See Page TC-8 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. Our Pre Return Authorization form also goes out with all shipments and is posted on the Web site, [www.automationdirect.com](http://www.automationdirect.com). The RA representative may request return approval for your product by our Technical Services department before an RA can be issued.

**Please note** that we cannot accept products that you purchased from one of our Value Added Resellers (VARs) or any other third party. Please contact the VAR from whom you purchased when seeking potential replacement, repair or credit. **For Marathon Electric products**, please contact Marathon directly at 1-800-254-4207 or at [www.marathonelectric.com](http://www.marathonelectric.com).

### Warranty Returns/Repairs

**Standard policy is that all customers are responsible for freight charges when returning product. 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. Once you have contacted AutomationDirect to request your RA, it will be faxed/e-mailed to you. Fold the form, then insert it inside a clear packing list envelope so that the return address is visible.
4. In 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.
6. If you are issued an RA for a potentially defective product, you, the customer, are responsible for freight charges, and that the shipment arrives safely and undamaged. We highly recommend that you insure the shipment for the full cost of replacing the product. **See "Limits of Liability".**

### 30 Day Money Back

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

1. Once you have called to request your RA, it will be faxed/e-mailed to you. (You can also request your RA from our Web site, under "My Account"; see "Online Return" instructions in box below.) Fold the form, then insert it inside a clear packing list envelope so that the return address is visible.
2. Do not mark or write on the original product boxes to avoid refurbishing fees.
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 Georgia location, please check carefully for the correct return address.**
7. You, the customer, are responsible for freight charges and the shipment arriving safely and undamaged. We highly recommend that you insure the shipment for the full cost of replacing the product. **See "Limits of Liability" below.**

***Shipments that do not follow the above procedures may be returned to sender or restocking and refurbishing charges may be incurred at the current cost of AutomationDirect'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," the 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. Freight charges are your responsibility and we highly recommend that you insure the item, at your expense, for the amount of the potential credit that you are seeking.

### Online Return Request Instructions

1. After you have logged in to your AutomationDirect account, visit our Returns page and choose appropriate return reason.
2. You'll see a list of your orders which fall within the selected return window. Choose the order which contains the items you wish 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. **The Returns Team will look over your return request, and if everything checks out, the necessary paperwork and instructions will be sent to you immediately.**

# Marathon Service

AUTOMATIONDIRECT DOES NOT PROVIDE A 30-DAY MONEY-BACK PERIOD OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, ON MARATHON ELECTRIC 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 Electric Products

If you have purchased Marathon Electric motors, this information applies to those products. Marathon Electric may provide a limited warranty on its products; see catalog technical pages for stated warranty periods. For more information, contact Marathon Electric 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 Electric service center.**

## Marathon Service Center and Support Information

For the nearest Marathon service center near you please contact:

- [www.marathonelectric.com](http://www.marathonelectric.com)
- Marathon Electric at (800) 254-4207 or (715) 675-3311.
- [www.automationdirect.com](http://www.automationdirect.com) - Tech Support
- For AutomationDirect Technical Services please call (770) 844-4200 or 1-800-633-0405.

# 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 motors and a 1-year warranty on 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. 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 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](http://www.automationdirect.com) - Tech Support

[www.EASA.com](http://www.EASA.com) – for qualified EASA repair shops near you