

## Ordering Information

### Ordering and Other Information

Orders can be placed by telephone, fax or e-mail.

**Toll Free:** 800-431-ADEK

**Phone:** 603-889-1984

**Fax:** 603-889-1343

**E-mail:** info@adek.com

Please be sure to include the following:

Your Name & Company

Billing & Shipping Addresses

Quantity & Product Description

Your Purchase Order Number

Preferred Method of Shipping

Please send a confirming, signed purchase order by fax to 603-889-1343, or via mail to:

**ADEK Technical Sales, Inc.**

**8 Rebel Road**

**Hudson, New Hampshire 03051**

To avoid duplicate shipments, please mark confirming purchase orders accordingly.

### Terms

We accept company purchase orders, VISA & MasterCard, prepayment and C.O.D. orders. Payment terms and C.O.D. accounts can be established with approved banking and other credit references. Normal credit terms are 30-days. Please contact our credit department at 603-889-1984 for information.

### Shipping

All orders are shipped F.O.B. Hudson, New Hampshire. Unless otherwise specified, most orders are sent via UPS ground. Other methods including overnight courier are available.

All registered trademarks appearing within this catalog are the properties of their respective corporations.

### Warranty

ADEK computer products are supported under a two-year limited warranty. Products not manufactured by ADEK are warranted in accordance with each manufacturer's respective warranty. Out-of-warranty repairs can be performed at nominal cost on a per-incident basis.

### Refunds

Refunds must be claimed within 30-days from the date of purchase. Products being returned for refund must be in "like new" condition, and not damaged by the customer or by the return shipper and must be returned in their original packaging along with all accessories, books, manuals, cables, software, etc. Our standard return procedure must be followed for all items being returned for refund. Special orders may, or may not, be eligible for refund, depending on specific circumstances.

### Return Procedure

Defective ADEK products can be returned during the warranty period for replacement or repair. It must be accompanied by a Return Authorization Number (RMA), which can be obtained by calling our RMA department at 603-889-1984.

### Software Return Policy

Our policy for software returns reflects the industry standard. Software can be returned for credit only if diskettes and CDs are returned in their original unopened envelopes and packaged along with the original copyright license. An open envelope indicates the license was accepted and the software cannot be returned. Defective software will be replaced only by another copy of the same title.