



WARNINGS

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www.automationdirect.com

Terms and Conditions

ORDERING OPTIONS

Five ways to order:

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

1. Online orders

Ordering online will be 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 to our Web site. Our online store, at www.automationdirect.com, features 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. If you need to verify this number, please call Customer Service. 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. (See Shipping Options on page TC-4 for a complete list.) All payment is accepted in U.S. dollars only. Canadian customers are responsible for all duties and country taxes incurred on a shipment. All orders, billing, or shipping correspondence should be directed to:

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 in 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.

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 "VARS and 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 desk reference. In the event a price does not match, the price in the most recent published Price List is in effect. Also, any terms as printed in our desk reference 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 your order on the day the order is entered if received before 4 p.m. EST on a business day.*

** Same-day shipping deadlines, carrier options and shipping charges are determined by the chart and notes in Shipping Options on page TC-5.*

2. Phone orders

Our goal is to answer your call in the shortest amount of time possible. Historically, over 90 percent of our callers have waited less than 30 seconds on average before they talk to a representative!

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.. On average, we return all phone messages within one hour.

We enjoy talking to our customers, and it is one way we keep our fingers on the pulse of our business. Call toll-free for our technical sales representatives to assist you, Monday-Friday from 9 a.m. to 6 p.m. Eastern Standard Time (EST). We're here to get you just what you need, quickly and efficiently. When you place an in-stock order by 4 p.m. EST, it generally leaves our Cumming, GA warehouse the same day*.

** Same-day shipping deadlines, carrier options and shipping charges are determined by the chart and notes in Shipping Options on page TC-5.*

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 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.

4. Mail orders

Use your company form and drop it in the nearest mailbox.

5. EDI

Available on a limited basis. Call for details.



GENERAL INFORMATION

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. Sales tax rate varies by county. Tax-exempt customers must submit their tax exemption certificate to avoid tax.

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 our valued technology products in inventory, you may order an item that is temporarily out of stock. For online customers, we have included item availability on our product pages 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 back order and shipped when the item is available via the same method as the original order. You may cancel a backorder at any time prior to shipping by contacting Customer Service at sales@automationdirect.com or call 800-633-0405.

Changes to orders

We try to accommodate order changes if possible. However, 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.

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. For you online folks, you can use our Web site to access email addresses for the various departments. We look forward to hearing from you!

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

Accounting fax:

770-844-4213

Sales fax:

770-889-7876

Returns fax:

770-889-8672

Returns email:

ragroup@
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 questions, 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 holidays will be entered the next business day. Please note that new customer orders may require verification.

SHIPPING OPTIONS

Shipping carriers

Our preferred carrier is UPS. If you have a different carrier preference, please specify it on your order. Also, specify shipment method (*ground or air services (options shown below)*). All freight charges are prepaid and added to the invoice, or charged to your UPS or FedEx account if you prefer (*no freight collect for enclosures*). Shipping Chart on page TC-5 does not apply to freight collect orders. Freight collect charges are based on actual carrier charges. Available carriers are:

- UPS
- FedEx
- DHL

For enclosures in excess of 150 pounds or other heavy items, we use the following LTL carriers:

- Yellow Freight
- Averitt Express
- Vitran Express

The LTL shipping charges are added to your invoice (*LTL carrier orders cannot go freight collect.*)

Shipping methods

Ground delivery time depends on where you live in relationship to our Cumming, GA location (*or for electronic brokered products, where the shipment originates*).

Faster delivery via air services include these options:

- Next-day air
- 2-day air
- 3-day air
- Early AM
- Saturday

Note: *We will ship orders freight collect upon request; however, consignee billing is not allowed. Neither method is accepted for enclosures.*

Orders shipped

After receipt of your order, all ground, next day, second-day, and three-day air orders entered before the shipping deadline will generally be shipped the same day (*see "Same-Day Shipping Deadlines" for complete details*). 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. Although rare, if you do have a backorder, we will automatically ship it (*via the same method as the original shipment*) when the product is in stock.

Note, *in order to receive same day shipping, you must be paying via credit card or an established credit account.*

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.

For the leasing option, shipment will not take place until the lease application process is complete, typically within one business day. Also, lease orders will not ship until all parts are in stock.

Same-day shipping deadlines

- To ship UPS, place order before 4 p.m. EST.
- To ship FedEx, place order before 2 p.m. EST
- To ship DHL, place order before 2 p.m. EST
- To ship LTL freight, place order before 12 p.m. EST
- To ship expedited freight (available only to Southeast* destinations), place order before 12 p.m. EST

Note: *We do not ship on Saturday, Sunday or holidays.*

Shipping and handling charges

We calculate the shipping charges based on a flat fee per order value, plus any special surcharges. Use the Shipping Chart and notes on the next page to calculate shipping charges.

Insurance

Because we ship FOB, 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.

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. Remember that some carriers schedule multiple deliveries on occasion. This is especially true for overnight packages. You may track your order online using our shipment tracking feature.
- For air shipments to Canada, their timely delivery cannot be guaranteed as they may be delayed in customs.
- Check with your receiving department. We have received many calls where the receiving department forgot 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.

* Southeast destinations include Georgia, Tennessee, Alabama, South Carolina, North Carolina and Kentucky.

SHIPPING OPTIONS

Shipping and handling charges

We calculate the shipping charges based on a flat fee per order value. You can use the following chart and notes to calculate shipping charges. Please review all notes regarding possible surcharges.

Shipping Chart

Calculate charges:	Order Value					
Shipment type	\$0 - <\$100	\$100 - <\$200	\$200-<\$300	\$300-<\$500	\$500 - <\$1000	\$1000+
Ground	\$5	\$10	\$15	\$0	\$0	\$0
3-day Air	\$10	\$15	\$20	\$25	\$30	Call or go online for quote
2-day Air	\$15	\$20	\$25	\$30	\$35	
Next-day Air	\$25	\$30	\$35	\$40	\$45	
LTL Freight	Some items (i.e. enclosures in excess of 150 lbs., heavy motors) must ship via truck. You must have a loading dock to receive shipment. Any additional charges incurred during delivery are your responsibility. Call or go online for quote.					
Expedited Freight	\$95 surcharge for each heavy item, in addition to normal shipping charges (note enclosures cannot ship expedited freight)					
Notes: Value of software products are excluded from order value for determining shipping charges.						

Notes on Surcharges

The following are special cases which will incur charges in addition to those listed above:

Ground shipments

- Add \$7 surcharge for orders paid for by C.O.D. (no C.O.D. to Canada)
- Add \$7 surcharge for orders under \$300 for delivery in Canada.
- Motors over 100 lbs. ship ground truck or can ship expedited freight for a \$95 surcharge per motor.

Air shipments

- **For delivery in Canada, Alaska or Hawaii, Shipping Chart above does not apply. Call or go online for quote on actual shipping charges.**
- Add \$25 surcharge for early A.M. delivery.
- Add \$10 surcharge for Saturday delivery.
- Add \$7 surcharge for delivery to Puerto Rico.

Notes on Delivery

Please make note of the following guidelines/restrictions on delivery times:

- All shipments are subject to stock availability.
- Delivery times are based on carrier policies. We cannot guarantee delivery times.
- Due to shipper restrictions, we cannot deliver to P.O. boxes.
- All air services vary by zip code. Next-day service is not currently offered for enclosures in excess of 150 pounds or for large motors to destinations outside the Southeast*. For large motors to other regions, shipping will be standard LTL ground unless special arrangements are made.
- For air shipments to Canada, timely delivery cannot be guaranteed as the shipments may be delayed in customs.

Notes on Same-day shipping deadlines

- To ship UPS, place order before 4 p.m. EST.
- To ship FedEx, place order before 2 p.m. EST
- To ship DHL, place order before 2 p.m. EST
- To ship LTL freight, place order before 12 p.m. EST
- To ship expedited freight (available only to Southeast* destinations), place order before 12 p.m. EST

Note: We do not ship on Saturday, Sunday or holidays.

* Southeast destinations include Georgia, Tennessee, Alabama, South Carolina, North Carolina and Kentucky.

PAYMENT OPTIONS

1. Credit account (purchase orders)

We accept purchase orders (P.O.) from customers with approved accounts. You can set up an account at the time of your first order by faxing the credit application found in this desk reference to the accounting department (770-844-4213). If you are ordering online, you must complete the online credit application along with the order.

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. UPS and Federal Express orders can be charged to your own account by supplying that number when ordering. All accounts are payable in full within 30 days of the date of invoice.

If your account has been inactive for one year 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.

2. Credit card

We accept several major credit cards:

- 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 4 p.m. EST for same day shipment. (*See Shipping Options on page 3-6 for exceptions.*) 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.

3. E-check

E-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 E-check funds from your bank (*please note that it takes 5 working days for E-check funds to clear*).

4. Leasing

AUTOMATIONDIRECT has partnered with Premier Funding Group, Inc., a national equipment leasing company, to provide a lease financing option for purchases over \$3,000 to companies that have been in business at least two years. This program allows you to spread out payments for your order into convenient monthly installments ranging between 24 and 60 months. Monthly payments are made to the finance company, Premier Funding Group, not AUTOMATIONDIRECT. Credit approvals are typically processed within 4 hours and final lease agreements within 24 hours. If you have any questions about the program, contact the Premier Funding Group via email at automationdirect@pflease.com or via phone at (866) 244-6483. If you are interested in pursuing a lease on an upcoming purchase, you can begin the process by speaking with one of our customer service personnel at (800) 633-0405, or while shopping in our online store, look for "Lease Financing" as one of the payment options during the checkout process.

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

GUIDELINES FOR WARRANTY AND RETURNS

30-day money-back returns

We offer a 30-day money-back period on most products (*exceptions include motors, larger drives, refurbished products and lease orders*), 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.

Warranty

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 it. (*Note: Warranty for AC motors is supported through Authorized Marathon Service Centers.*) 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.

With respect to those products sold by us but manufactured by a third party, we make no express warranties whatsoever and disclaim any thereof, and all such products are sold “AS IS, WHERE IS.” We will, however, try to pass along the benefit of any warranties provided by the third-party manufacturer. The terms of these warranties are generally included in the materials accompanying the product.

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.

Of course, warranties 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

WARRANTY

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.

When possible, our preferred option is to replace the product immediately, even before you have returned the defective product. Warranty for AC motors is supported through Authorized Marathon Service Centers. *(Note that for warranty returns of products purchased under lease arrangement, replacement parts will not be shipped until the original part is received by AUTOMATIONDIRECT.)* Products returned under warranty (after 30 days) may be replaced with remanufactured goods.

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.

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. **(No 30-day money-back returns 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.



Automationdirect.com (ADC)
 3505 Hutchinson Road, Cumming, GA 30040
 Phone: (800) 633-0405 or (770) 889-2858, Fax: (770) 889-8672

Guidelines for Returning Products

In-Warranty Failure

It is ADC's belief that in most cases, although not all, we may be able to provide you a solution so you do not have to return the product in question. A return authorization (RA) representative may request that your product in question be approved through our Technical Services department before an RA can be issued. Please call one of our RA representatives for an RA number before returning any products to us.

Please note that we cannot accept products that you purchased from one of our Value Added Resellers (VARs). Those products must be returned directly to the VAR's appropriate sales/returns channel for replacement or credit. **The foregoing does not apply to Marathon Electric products.**

The following guidelines apply to authorized returns for products under warranty (our warranty information is fully described in the previous pages):

1. All date codes and/or serial numbers are required before the RA can be issued. If date codes and/or serial number labels have been defaced or altered in any way, this will result in the warranty to be void and null. No exceptions.
2. Failure symptoms are required for each product returned for Quality Control information. If this is not available at the time the return authorization is issued, please specify each failure symptom on the form before returning the product.
3. Once you have called 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. Return products in their original boxes. 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 a Technical Support representative issues you an RA for a potentially defective product, you, the customer, are responsible for the shipment arriving safely and undamaged at ADC. We highly recommend that you insure the shipment for the full cost of replacing the product. **See "Limits of Liability" below.**

30 Day Money Back

The following guidelines apply to returns subject to our 30 day money back policy, which can be found in the previous pages:

The foregoing does not apply to Marathon Electric products.

1. Once you have called 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.
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" below.**
5. Return only products that are issued on that RA. Additional products sent without approval will be returned.
6. Please return the parts to the appropriate address shown at the top of the RA from within two weeks of issuance.
7. If a Technical Support representative issues you an RA for a 30-Day return, you, the customer, are responsible for the shipment arriving safely and undamaged at ADC. 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 ADC's parts and labor.

Limits of Liability

A return authorization number does not guarantee a refund or replacement. If a refund is initially awarded 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.

ADC will accept no responsibility or issue credit for packages damaged in transit for any reason. We highly recommend that you ensure the product is properly packaged for shipment and that you insure the item, at your expense, for the amount of the potential credit that you are seeking.

IN NO EVENT WILL ADC 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 ANY OTHER LEGAL THEORY) IN RESPECT OF ANY PRODUCT EXCEED THE PURCHASE PRICE THAT YOU PAID TO US FOR IT. ADC ALSO HOLDS THE RIGHT TO CHANGE OUR RETURN POLICY WITHOUT NOTICE AND WITHOUT WRITTEN CONSENT.

IMPORTANT - MARATHON SERVICE

Returns & Service Information for Marathon Electric Products

We want to "Thank you" for your recent purchase of the Marathon Electric line of products. We hope you are satisfied with your purchase but we also understand that certain issues can arise. AUTOMATIONDIRECT will assist you with your technical support issues, however, all warranty issues and repair services are performed directly through an authorized Marathon Electric service center. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN OUR STANDARD TERMS AND CONDITIONS, AUTOMATIONDIRECT DOES NOT PROVIDE A 30-DAY MONEY-BACK PERIOD ON MARATHON ELECTRIC PRODUCTS. By opening the package for the enclosed product you agree to the foregoing.

Any other products purchased from AUTOMATIONDIRECT may be accepted by contacting our returns department. For AUTOMATIONDIRECT guidelines, please read "Guidelines for Returning Products" inserted with your shipment, or in this section on page TC-9.

Service Center and Support Information

For the nearest Marathon service center near you please contact:

- * www.marathonelectric.com
- * Marathon Electric at (800) 254-4207 or (715) 675-3311.
- * www.automationdirect.com - Tech Support

* For AUTOMATIONDIRECT Technical Services please call 1-800-633-0405.

IMPORTANT - MARATHON SERVICE