

Order Information

CONTACT US (Eastern Time zone):

Terms and conditions are subject to change without notice. See our website for the latest information.

• Call Center:

Ph: 800-338-0531
 Fax: 937-743-1677
 M-F 8:00-8:00
 S 9:00-5:00
 Email: sales@parts-express.com

• EDU Department

Ph: 866-366-4909, ext 186
 Fax: 866-755-7557
 Email: EDUsales@parts-express.com
 M-Th 8:30-6:00
 F 8:30-5:30

• Government Sales

Ph: 866-366-4909, ext 186
 Fax: 866-755-7557
 Email: govtsales@parts-express.com
 M-Th 8:30-6:00
 F 8:30-5:30

• Wholesale Department

Ph: 866-366-4909
 Fax: 866-755-7557
 Email: sales@pewholesale.com
 wholesale.parts-express.com
 M-Th 8:30-6:00
 F 8:30-5:30

• Showroom

725 Pleasant Valley Drive
 Springboro, Oh 45066
 Ph: 937-743-3000, ext 131
 Fax: 937-743-1677
 M-F 8:00-6:00
 S 9:00-5:00

WEBSITE: Online secured ordering at www.parts-express.com

MINIMUM ORDER: U.S. and Canada \$20.00/Int'l \$50.00, excluding shipping and handling.

OUT OF STOCK ITEMS: We will automatically backorder out of stock items unless you instruct otherwise. S&H charges are waived. Multiple backordered items from the same order will ship together. We reserve the right to select the carrier and method of service on backorder shipments. Backorders not available to APO, FPO, Puerto Rico, and international destinations.

NOT IN CATALOG ITEMS: We regularly add new items to our inventory. Check our website for all our newest items. If you do not see a part you're looking for, let our staff check the current stock. If we do not carry an item and you think we should, please tell us! Many of the new items added to each catalog are a result of suggestions made by our customers. Email newproducts@parts-express.com

PRICING: The prices listed in this catalog are FOB Springboro, Ohio, payable in U.S. dollars. All quantity price breaks apply per individual part number only; no mixing for lower prices. Large quantity pricing is available; call or email for quotations. Due to market fluctuation, prices may change without notice. Visit our website for current pricing.

Our Wholesale Program provides a discounted price structure to qualified commercial accounts. Apply at www.parts-express.com (bottom of home page).

TAX: We are required by law to collect state sales tax when shipping to Ohio destinations unless we have a valid and signed tax-exempt certificate on file.

REVISIONS/ERRORS: Terms and conditions may change without notice. Parts Express is not responsible for print errors in prices, descriptions, rates, or terms and conditions.

Payment Methods (COD not available.)	U.S.	US Terr	Can	Int'l
Master Card, Visa, Discover, American Express	✓	✓	✓	✓
Wire Transfer	✓	✓	✓	✓
PayPal—Verified users submit payments to payments@parts-express.com .	✓	✓	✓	✓
Open Account—Download application at www.parts-express.com . Public schools, public hospitals, and government agencies are pre-approved with a signed and valid purchase order. We reserve the right to request additional credit information.	✓			
Cashier's/certified/company/personal check. We reserve the right to hold checks for clearing of funds.	✓			
Money order—We reserve the right to hold money orders for clearing of funds.	✓	✓	✓	

RETURNED CHECKS: A \$30.00 returned check charge, plus any legal fees incurred, will be added to the face amount of any check returned to Parts Express.

SHIPPING METHODS: We ship orders Monday through Friday from our warehouse in Springboro, Ohio. Most orders ship the same day, subject to credit approval, when received before 4:00 pm ET. USPS orders are shipped the following business day.

- United States: Fed Ex Express Next Day and 2nd Day Air service, Fed Ex Ground 1-5 days, Economy 2-7 days, USPS 2-4 days.
- U.S. Territories/APO/FPO/PO Boxes: USPS priority 2-4 days.
- Canada, Japan, UK, Australia, Italy, Germany: Fed Ex International Economy 2-5 days and USPS Priority International 6-10 days.
- All other international destinations: Fed Ex International Economy 2-5 days.

Fed Ex Ground shipments to a commercial address are delivered Monday - Friday. Fed Ex Ground shipments to a residence are delivered Tuesday-Saturday. Fed Ex Air shipments are delivered M-F (and Saturday for an additional fee.) Heavy or large orders that cannot ship Fed Ex are shipped via Common Carrier Truck Freight. In the event your order is better shipped via truck freight, we will contact you with total order weight and options. If you have a preferred carrier, please advise the sales representative at the time of your order. Shipping terms are Freight Collect. Aerosols and chemicals are classified as regulated materials and cannot ship via air or outside of the continental United States (including PR), or to APO/FPO addresses.

SHIPPING CHARGES: Free FedEx Ground Shipping on most orders over \$98 (excluding taxes) shipped within the Contiguous U.S. (excluding APO/FPO/AK/HI). Orders must ship to a single address. Large, heavy or bulky items may require additional shipping charges; see product description page or shopping cart at parts-express.com for details. Some items are not Ground shippable due to weight, cube or aerosol restrictions and therefore, cannot meet Free Shipping Everyday requirements. Retail customers only. All other shipping charges are determined by package weight/dimension and shipping distance plus: \$.99 handling fee, insurance (determined by value). Fed Ex shipments are based on actual weight or dimensional weight, whichever is greater. Additional fees apply to remote destinations and Saturday delivery. Add \$9.95 S&H for mail-in orders less than 5 lbs. Email sales@parts-express.com for a shipping estimate for orders exceeding 5 lbs.

CUSTOMS FEES: International customers are responsible for all duties, taxes, and any other fees required by the port of entry.

REFUSED DELIVERIES: International: Refused orders are seized by carrier and are not returned to Parts Express. No refunds for refused orders. Domestic: The customer pays shipping to and from Parts Express for packages refused unless pre-approved by a Parts Express representative.

PRODUCT RETURNS: We provide a money back guarantee! If you decide you do not want or need the product, return it to us in perfect condition WITHIN 45 DAYS of the invoice date and we will gladly provide a refund, exchange or store credit for parts only. Return all accessories, manuals/instructions, warranty cards, manufacturer packaging (including factory box, foam, fillers, and padding), and hardware (grills, screws, etc.) and printed material (booklets, manuals, instructions, etc.) Fees imposed to us by our supplier to replace packaging, hardware, or printed material will be deducted from the refund amount. Product should be free of extreme odors such as cigarette smoke. Do not return products with signs of use such as mounting marks/scratches, solder on the connectors, sealing caulk, dirt, and sawdust or other debris. Merchandise returns over \$250 require an RA#. Email sales@parts-express.com or call 800-338-0531. Review all terms and conditions before returning product at www.parts-express.com. Restocking fees (up to 30%) or denied returns may apply when conditions are not met. Complete the on-line return form available on bottom right of our home page (requires invoice #, customer ID#, and ship-to zip code.) Print and include the completed form with your return. Package the product to protect it from damage in route to Parts Express. Insure the package for the value of the product. In the event the returned package is damaged in route to Parts Express due to insufficient packaging, you will file a claim with the carrier. Insufficient packaging may be cause for some carriers to deny damage claims. Return postage-prepaid via ground or parcel post. Note your customer ID #, located on your packing slip, clearly on the outside of your package. Allow 7-10 business days to process your return. **Non-returnable Products**—Special order items, books/CD's/ software (once seal is broken,) custom cut cable/wire, carpet, grill cloth, and tubing (samples are available upon request in order to evaluate for proper application. Shipping charges apply.) **Defective Merchandise Returns**—All products carry a minimum 90-day warranty against defects. Some products are warranted thru the manufacturer and may require return shipment, postage paid, directly to the manufacturer. See detailed warranty instructions for each product on the product page at our website. If the product is returned to Parts Express, contact our Technical Support Team at 800-338-0531 to obtain a **required RA#**. All defective returns are evaluated upon receipt. We do not refund defective returns as a result of mishandling or misuse. A speaker with a burned voice coil is not returnable for exchange, repair, refund, or credit, as this is not covered by its warranty. No exceptions. Characteristics of a burned voice coil: distinct burn odor, discolored/black spider around base of cone. **Auditioning Your Speaker**—To "audition" a speaker without scratching or marking will require getting it into the speaker cabinet and listening to it play without actually mounting it with screws. This can be done by tilting the cabinet back and setting the speaker in place. If the cabinet has bare wire leads, just wrap them around the solder lug connector on the back of the speaker to make the electrical connections. A friend can hold the speaker in place while you listen to the new speaker. This is, of course, not an optimal way to listen to a speaker, but will give you the opportunity to identify major response problems or poor tonal characteristics prior to mounting.

DAMAGED MERCHANDISE RETURNS: Contact Parts Express within 5 days of receipt. Carriers will not permit claims after 5 days. We will file a Damage Inspection Claim which results in a carrier follow-up to inspect your package. Carrier requires receiver to retain all boxes, labels, and packing materials until the claim has been approved. We will proceed with a replacement shipment once the carrier notifies us of claim approval. Note: Report truck freight shipment damage directly to freight carrier.

Warranty Information

LIMITED WARRANTY—All products in the catalog, unless otherwise warranted in their description, are warranted only to be free of defects in material and workmanship for ninety (90) days from date of shipment. No purchase order or verbal advice shall alter this.

DISCLAIMER—There are no other warranties, either express or implied, which extend the foregoing, and there are no warranties of merchantability or fitness for any particular purpose. We will not be responsible for incidental or consequential damage due to defective or improper use of products.

REMEDY—We will at your election, and subject to availability, either replace any product we have sold with a defect in materials or workmanship, or issue a refund or credit for the purchase price plus applicable tax, providing you return such product to us, properly packaged and shipping prepaid, with a copy of your invoice and an explanation of the defect. The foregoing shall be the exclusive remedy for defective or nonconforming merchandise.

Favor Notar

Para su conveniencia ahora tenemos operadoras en nuestras oficinas que hablan español. Para servirles mejor favor llamar gratis durante las horas de 8:00 a.m. - 3:30 p.m. ET, de lunes a viernes, para ayudarles.

