



725 Pleasant Valley Drive
Springboro, OH 45066-1158

PLEASE COPY FOR FUTURE USE

Order Form

PARTS EXPRESS ORDER FORM

Phone # 1-800-338-0531

Fax # 1-937-743-1677

Email: Sales@parts-express.com
Secure Online Ordering: www.parts-express.com

Customer #: _____

Email Address – For shipment confirmation: _____

Sign Up For Email Specials No Backorders

BILL TO:

Name: _____

Company Name: _____

Street Address: _____

City, State, Zip: _____

Billing Phone #: _____

Daytime Phone #: _____

** Packages to PO Boxes, and APO/FPO addresses ship US Postal Service. All other packages ship UPS. See ordering information inside catalog.*

SHIP TO:

(If different than billing address)

Name: _____

Company Name: _____

*Street Address: _____

City, State, Zip: _____

Parts Express Part #:	Qty	Product Description	*Price	Extended Price

** Due to market fluctuation, prices may change without notice. Visit our website for current pricing.*

Credit Card Money Order Check *No Cash Accepted*

Credit Card #

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Expiration Date

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Card Holder Name: _____

CVV2 Code: _____

Required

Card Holder Signature: _____

VISA, MC, DISC: 3-digit code on back of card.
AMEX: 4-digit code on the front of card.

Subtotal	
S&H Under 5 lbs. Cont'l (U.S. Only)	\$ 9.95
*S&H Over 5 lbs. & (International)	Email or Call for Shipping Estimate
6.5% Tax Ohio Only	
TOTAL	

(Office Use Only)	Date: _____
Check/MO/CC #: _____	Aprvl: _____
Amount: _____ Hold #: _____ Amount Due: _____	SO: _____

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
8:00-8:00 Monday-Friday
9:00-5:00 Saturday
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
www.pewholesale.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
9:00-6:00 Monday-Friday
9:00-5:00 Saturday

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. COD and 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 back order shipments. We do not backorder COD items less than \$20 or for APO, FPO, 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.

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

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.

PAYMENT METHODS: The following payment methods are available to destinations within the United States, U.S. territories, and Canada. International payment methods are wire transfer and PayPal only:

Credit Card: MasterCard, Visa, Discover, American Express, P-Card, and Visa Gift Cards. Provide the credit card number and 3 or 4-digit customer security code (located on the card) with each order.

Open Account: Download a Net-30 application at www.parts-express.com. Click on "Forms" at bottom of home page. Public schools, public hospitals, and government agencies are pre-approved with a signed and valid purchase order.

COD: COD charge is \$9.00 per box (subject to change). Sorry, no COD to APO, FPO, and international destinations. Commercial customers may pay by company check with valid Tax ID# and approval.

Prepaid: We accept money order, cashier's check, certified check, company check, or personal check as forms of advance payment. Personal and company checks may be held for clearing of funds. Add \$9.95 UPS Ground shipping charge for packages 5 lbs. or less shipping to continental U.S. Contact our Call Center to obtain weight and carrier estimates to all other destinations. In the event the purchase amount is less than the prepaid amount, we will issue a credit on file to apply to future purchases. In the event the prepaid amount is less than the actual charges, we will stop shipment and contact customers for further instructions.

Wire Transfer: Customer pays fees imposed by the sending and receiving bank. Over payments are applied as a credit on file toward future purchases. Email sales@parts-express.com to obtain bank routing information.

PayPal: Submit payments to payments@parts-express.com. Over-payments are credited back to your PayPal account.

Bill Me Later: A buy now, pay later credit account, Bill Me Later is a convenient and secure payment plan designed for online purchases (subject to credit approval.) See www.parts-express.com for terms and conditions.

SHIPPING METHODS: The following methods are available to destinations within the United States and U.S. territories. International shipping methods are denoted with **.

****UPS:** Orders ship same day when received before 4:00 PM ET, subject to credit approval. Domestic orders are shipped Ground Service, unless otherwise specified, with 1-5 day delivery. International orders are shipped Express Saver International with 2-3 day delivery.

USPS: Orders ship within 48 hours. Domestic Mail service is shipped Priority unless otherwise requested. U.S. Postal is available to Canada and other select countries (please see our website for details), and ships via Priority Mail International unless otherwise requested. U.S. Postal to Canada is shipped via Priority Mail International unless otherwise requested.

****Freight Shipments:** Heavy orders that cannot ship UPS 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. Sorry, but we cannot accept COD truck freight orders.

RESTRICTIONS: 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: Shipping charges are determined by package weight/dimension and shipping distance plus: \$9.99 handling fee, insurance (determined by value). Add \$9.00 fee per box if requesting COD. UPS provides Saturday delivery for an additional \$12.50 fee. UPS Air shipments are based on actual weight or dimensional weight, whichever is greater. Remote areas delivered via UPS may be assessed an additional fee. International customers are responsible for all duties, customs, taxes, and any other fees required by the point 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 (and COD fee when applicable), to and from Parts Express, for packages refused at delivery due to the following reasons:

- No one home to accept COD
- No funds available at time of delivery
- Changed mind

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 (including all accessories, manuals, instructions and manufacturer's packaging/carton), and we will gladly provide a refund, exchange or store credit for parts only. Otherwise, a 30% restocking fee is deducted from the refund OR the product may be returned to customer at customer's expense. All returns must include a completed return form which is conveniently located on the lower front of your invoice; provide daytime phone number/email address in the event we need to contact you; keep the top portion for your records. Write your customer number (see invoice) on the "Attention" line of the address. Call Customer Service at 800-338-0531 to obtain an RA # for items greater than \$250. Ship to:

Parts Express, International
Attention: Returns Dept—Cust #: _____
705 Pleasant Valley Drive
Springboro, OH 45066-1158

Allow 7-10 business days for processing returns. We do not accept COD returns. Customer is responsible for packages lost during return shipment.

Special orders, unsealed books, videotapes, software and test CD's are non-returnable.

Damaged/Defective/Incorrect Items

Please accept our apologies if you received damaged, defective or incorrect product. Report damage within 5 days of receipt. Damage claims are not accepted without original cartons and packing material. Defective and damaged products are lab evaluated upon return. Return shipping charges for defective, damaged and incorrect items are reimbursed based on UPS Ground chart rate from the originating zip code to our warehouse zip code, 45066. We do not reimburse fees charged by a third party shipping service such as Mailboxes Etc and The UPS Store. Products defective or damaged as a result of misuse are returned to customer and the return shipping charged to the customer.

Report all defective items to our Technical Support Team at 800-338-0531 for return instructions and RA#. Some defective products are covered under the manufacturer's warranty and must be returned directly to the manufacturer.

Warranty Information

MONEY BACK GUARANTEE—Purchase any of the quality products in this catalog, and if for any reason you decide the part does not suit your application or just isn't for you, simply return it to us, postage paid, within 45 days from date of invoice and we will promptly issue you a store credit or refund, whichever you prefer, for parts only. Items must be returned in brand new condition with all original factory packaging, accessories, and manuals/literature included to receive full credit. See exceptions/exclusions outlined in "Product Returns" this page.

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.

Claims for damages or errors must be made within 5 days of receipt (save all packing and cartons).

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.-5:00 p.m. ET, de lunes a viernes, para ayudarles.

