



Communication Devices Inc.  
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The following information offers the particulars concerning CDI's policy and procedures when pertaining to our 1-year warranty, extended maintenance contracts, tech support, re-stocking, shipping and handling fees as well as general email addresses for department contacts in case any questions should arise.

**F.O.B. Origin**— Freight on Board – Boonton, NJ with Pre-pay and Add to invoice **or** if you prefer you may provide us with your carrier account number against which all orders are shipped therefore, no freight and handling charges will be added to any CDI invoices to you.

**CDI's Preferred Carrier:** UPS (United Parcel Service), unless otherwise specified by customer.

**UPS Freight Services:** Ground (Truck) in all Eastern zones, 2nd Day Air for Central and Pacific areas, unless otherwise specified by customer.

**NET Terms:** Thirty (30) days

**Quotes:** All prices quoted are in U.S. Dollars and are valid for sixty (60) days. Our quotes include the cost of freight and domestic handling fees. If you prefer not to be charged freight and handling, you must supply your company's freight routing guide at the time order is placed. All products quoted, unless otherwise specified, are for domestic use only. Domestic equipment shipped internationally may cause unit failure. Please be sure to notify CDI if the equipment quoted is for use outside the CONUS.

**International Orders:** F.O.B. Origin — Freight on Board – Boonton, NJ with International Commercial Terms of Trade: **DDU** (Delivered Duty Unpaid) to destination country. Buyer or receiver in country bears all import responsibilities and costs of customs imposed VAT, duty and taxes. Orders received directly from an international country are required to pay for the order in advance prior to CDI releasing the goods. CDI's banking information will be made available along with invoice for payment. Wire fees are the responsibility of buyer and should not be deducted from the total purchase price of the goods.

International orders are subject to a \$150.00 administration fee. This fee is separate from the cost of freight and handling. The cost of freight and handling will be added as a separate charge to your invoice.

**R.O.W:** Rest of World (International Pricing) reflects CDI's cost for modified electronics, international standards and compliance issues. Note: \*\*\*These commodities are prohibited from being used for and/or sold/resold to foreign governments and/or foreign government end-users without prior specific licensing per the U.S. Export Administration Regulations (EAR) §742.17 AND §742.15. **Exports are not authorized to the following countries: Cuba, Iran, North Korea, Sudan and Syria.**\*\*\*

**Handling Fees:** Domestic shipments are subject to a \$10.00 handling fee. International shipments are subject to a \$25.00 handling fee.

**Delivery:** Our standard delivery is 4 to 6 weeks A.R.O (After Receipt of Order).

**Expediting Fee:** Any requests for same day shipping provided the items are in stock are subject to a \$150.00 expediting fee. This fee is separate from the cost of freight and handling. The cost of freight and

handling will be added as a separate charge to your invoice. Orders for same day shipping must be received no later than 12pm EST. Restrictions apply to custom orders and any orders of large quantities. **Cables and Adapters:** Our cables and adapters are subject to a \$50.00 minimum purchase when not accompanied by any of our units. For assistance in choosing the correct application specific cable(s) or adapter(s) when quoted p/n: CBL "TBD", please contact tech support at (973) 334-1980 or send an email to: [support@commdevices.com](mailto:support@commdevices.com).

**Cancellation:** Orders placed may be cancelled anytime prior to shipment from our warehouse. Please call CDI immediately and ask to speak with your account sales representative to notify them of your request to cancel the order. Orders cancelled after the order has shipped will be subject to a restocking fee. Claims for discrepancies or non-working merchandise must be made within seven (7) days of equipment receipt.

**Re-stock:** Merchandise returned within thirty (30) days of invoice is subject to a 15% re-stock fee with the exception of our PCM-US-2, which will not be accepted for return after sale beginning from date of invoice. Freight costs and handling fees originally invoiced will not be credited. Return of merchandise purchased after thirty (30) days of invoice will not be considered for re-stock, as it is a final sale.

**Warranty:** All products come with a one-year warranty, which covers the cost of repair and return for the non-working device(s) along with un-limited on-line and toll-free technical support (8 x 5) Monday through Friday from 8am to 5pm EST. **Note:** Return freight costs to and from our facility are borne by the customer.

**Maintenance Agreement (p/n: MNT-AGR):** CDI offers an annual maintenance agreement which may be purchased with any of our products on top of our one-year warranty. The fee is based on a percentage of the total purchase price. The agreement offers advance replacement of non-working device(s) shipped via UPS Next Day Air, a pre-addressed pre-paid UPS "Return Service" label for convenient return of the non-working device(s) and free software and firmware upgrades along with un-limited on-line and toll-free technical support (8 x 5) Monday through Friday from 8am to 5pm EST.

**Note:** The maintenance agreement should be purchased at the same time as the product so that the agreement runs concurrent with the one-year warranty. Scheduled roll-outs are available upon request, which will have a single anniversary date agreed on by both parties. Maintenance will automatically renew on an annual basis, unless CDI receives written notification of cancellation of maintenance ninety (90) days prior to anniversary date. Please mail the letter of notification to: Communication Devices, Inc., c/o: Sales Department, 85 Fulton Street, Boonton, NJ 07005. You may also fax the letter to (973) 334-0545 or e-mail it to [sales@commdevices.com](mailto:sales@commdevices.com).

**RMA#:** A Return Merchandise Authorization Number must be obtained prior to return of any merchandise. Items returned without an RMA will not be credited. Items returned with an RMA will be tested prior to issuing credit to verify items are in good working condition. Additionally, all accessories originally shipped with unit, including but not limited to, power supply, power cords, adapters and cables must be returned for a full credit.

**Technical Support:** Coverage hours are Monday through Friday, 8:00am to 5:00pm EST via our toll-free number 800 or email at [support@commdevices.com](mailto:support@commdevices.com)

**Credit Cards Accepted:** American Express, Discover, Master Card & Visa. CDI reserves the right to request a pre-payment on all new accounts until credit terms are established.

