

## INTERNATIONAL - PRODUCT ORDER FORM



*Send or Fax Order To:*

**Pencom Design, Inc.**  
**PO Box 645**  
**Trumbauersville, PA 18970-0645**  
**Email: sales@pencomdesign.com**

**Fax: 267-733-9765**

**Today's Date** \_\_\_\_\_

Item	Part Number	Description	Quantity	Price Ea.	Total
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

**Payments**

We accept the following payments in U.S. Dollars. Business or Personal Checks, drawn on a US bank, in US funds, Wire Transfers (\$25.00 additional fee), Western Union Money Transfers. Contact sales to receive information for any of these payment methods.

**Credit cards are not accepted outside US or Canada**

Contact  
 sales@pencomdesign.com  
 for a quote on  
 shipping costs to your  
 Country.

**Subtotal**

**Intl Paperwork Fee**

**\$2.00**

**Shipping Costs**

**Total**

All international orders (outside of U.S.) are shipped via FedEx, Production on orders is typically 2-3 days, unless there is a backorder on parts to complete your order. All shipping & handling charges, duties, taxes, VAT, are paid by the customer and are not refundable. Contact sales for rate information.

### Shipping Information

<b>Name:</b>	<b>Company:</b>
<b>Address1:</b>	
<b>Address2:</b>	
<b>City:</b>	<b>State/Province:</b>
<b>Zip/Postal Code:</b>	<b>Country:</b>
<b>Phone:</b>	<b>Fax:</b>
<b>Email Address:</b>	

Same as above

### Billing Information

<b>Name:</b>	<b>Company:</b>
<b>Address1:</b>	
<b>Address2:</b>	
<b>City:</b>	<b>State/Province:</b>
<b>Zip/Postal Code:</b>	<b>Country:</b>

### Note

**Please read the Terms and Conditions below before placing an order**

# International Sales - Terms and Conditions

**Please read this document thoroughly before placing an order!**

**By placing an order, the buyer signifies agreement to all these Terms of this Sales agreement in full.**

**Do Not Use Products Sold by Pencom as Critical Components in Life Support Devices or Systems.**

## Product Sales

**30 day money back guarantee**, products may be returned for the full purchase price (minus shipping & handling, duties, taxes, or VAT fees) 30 days from the invoice date. Packages must be unopened and returned in original condition to receive this refund.

## How to Order

By mail or Fax at 267-733-9765: Fill out the international order form (PDF format) with the required products listed (please print clearly), and include the billing address, shipping address, shipping & handling (contact sales for a quote on shipping rates).

Payments can be made with Business Checks (2 weeks to clear before shipment), or wire transfer (\$25.00 fee), or Western Union Money Transfer. Due to many instances of fraud and since address verification is not available on overseas credit card accounts -- Credit Cards are NOT accepted outside of the U.S. & Canada. Shipments charged to a US or Canadian credit card must be shipped to an address within the US or Canada respectively. Make sure you supply a valid email address to receive information when your product is shipped, your package tracking information is sent in the confirming email, otherwise no notification will be sent. Phone orders are not accepted. Do not send any correspondence certified mail - as it will be refused.

## Privacy policy

Privacy Policy -- Pencom will not sell, trade, share or rent your email address to anyone. We believe that your email address is personal and should be kept that way. We use your email address to notify shipments, send confirmations, and provide you with better customer service support. You will not receive any email sales flyers from us unless requested.

## Prices

Pencom Design makes every effort to present current and accurate pricing on its web site. However, prices are subject to change without notice and quantities may be limited. We will advise you by email (please make sure your email address is correct) or postal mail of the new price increase and seek your approval before processing any orders you place. Product specifications, and availability of items in our web site are subject to change without notice. Product styles and merchandise may vary from original overview.

## Product Warranty

### Limited Warranty

Pencom Design warrants our products 90 days from date of purchase. Pencom Design, Inc. guarantees all merchandise to be free of defects and workmanship for 90 days from the purchase date. We will repair or replace warranty items at our option, providing there is no evidence of customer misuse, damage, or alteration to the product (NO cash will be refunded). Defective merchandise will be replaced or repaired only, (NO money will be refunded). No shipping charges will be refunded.

To receive a repair or replacement on a product contact the sales department to receive a Return Material Authorization (RMA) number within 90 days of delivery confirmation of your order. Any repair or replacement must be pre-authorized by Pencom Design and will not be accepted unless approved. Return items must be returned by a traceable carrier, UPS, USPS (parcel post, priority mail insured), FedEx, prepaid and insured for your protection. The package instruction and ship to address will be supplied with the RMA number.

We reserve the right to refuse or replace any items under warranty that our technicians determined to be damaged by the user. If your product becomes damaged or out of warranty see the section on product repair service.

## Payments

Credit cards are NOT accepted for international sales (except Canada). We accept the following payments in U.S. Dollars. Wire Transfers (\$25.00 additional fee), Western Union Money Transfers. Contact sales to receive information for any of these payment methods.

## Products

The materials in the web site are presented solely for the purpose of promoting products available in the United States. Pencom Design, Inc. may change content or products on this web site at any time without any notice.

In no event shall Pencom Design, Inc. be liable for any direct, indirect, incidental, special, exemplary, or consequential damages (Including, but not limited to, procurement of substitute goods or services, loss of use or profits, or business interruption) however caused and on any theory of liability, whether in contract, strict liability, or tort (including negligence or otherwise)

DO NOT USE products sold by Pencom Design, Inc. as critical components in life support devices or medical systems, or any applications that could cause injury, hazardous or dangerous situations, or any consequential damages resulting from the use of our products.

## **Product Return Policy**

30 day money back guarantee, products may be returned for the full purchase price (minus shipping & handling fees) 30 days from the invoice date. Packages must be unopened and returned in original condition to receive this refund. Obtain an RMA number from the sales department to receive this refund.

If you received damaged merchandise, you must first obtain a return authorization number from our sales department within 3 days of receipt of your merchandise. Specify clearly the problem and your refusal. We will email you the return address and shipping instructions. We will then exchange the damaged merchandise in a timely manner for the same new merchandise after we receive the damaged goods from you. All supplied materials, manuals, software etc. should be returned with the product. Proof of shipment and insurance is advised since we are not responsible for the loss of returned material, all return postage and handling fees are non-refundable.

## **Product Repair Service**

In the event your product becomes damaged or out of warranty we have a service to repair your product. Contact: the service department to receive information on returning your product for repair.

## **Paperwork**

A \$2.00 paperwork fee is added to the invoice to cover the additional costs for handling international orders, this fee also applies to Canadian shipments.

## **Shipping & Handling**

All international orders (outside of U.S. & Canada) are shipped via FedEx, UPS (2-5 day delivery depending on carrier), Production on orders is typically 2-3 days, unless there is a backorder on parts to complete your order. All shipping & handling charges, duties, taxes, VAT, are paid by the customer and are not refundable. Due to shipping cost increases most shipping rates to Europe or other countries will be between \$80 - 120 USD. for a one pound (0.45 kilogram) package, rates will vary depending on your location and quantity purchased, contact sales for a rate quote. If you are placing an order from a business location, we can charge the shipping costs to your FedEx, account number, the \$2.00 International Paperwork fee still applies. Order cancellations, prior to shipment will occur a cancellation fee to cover paperwork costs as well as the handling charge. Contact sales for rate information.

## **Duties, Taxes, Vat**

Duties, taxes, VAT, if applicable are paid by the international customer, due on delivery.

## **Sales**

By placing an order, the buyer signifies agreement to all these Terms of this Sales agreement in full.