

PRODUCT ORDER FORM



Send or Fax Order To:
Pencom Design, Inc.
PO Box 870
Trumbauersville, PA 18970-0870
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 –

Check or Money order payable to Pencom Design, Inc.
 We accept Money orders, certified checks, cashiers checks, and
business or personal checks (2 weeks to clear). COD's Not accepted
 Credit Card Orders – Provide all information requested below.
 Allow 2 days for delivery when notified of shipment.

Shipping & Handling:
 \$7.00 up to \$25.00
 \$8.00 up to \$50.00
 \$10.00 up to \$100.00
 \$12.00 over \$100.00

Subtotal

PA Residents

6% Sales Tax

Shipping Costs

Total

Credit Card Information

Credit Card: MasterCard Visa Discover American Express

Name on Card:

Card Number:

Expiration Date: Month Year

CVV2 Number:

? Read "How to Order" below

Shipping Information

Name:

Company:

PO Box/Street:

Street:

City:

State:

Zip:

Phone:

Fax:

Email Address:

Same as above

Billing Information

Name:

Company:

PO Box/Street:

Street:

City:

State:

Zip:

Note

Please read the Terms and Conditions below before placing an order

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 fees) 30 days from the invoice date. **Packages must be unopened and returned in original condition to receive this refund.**

Sales in the United States and Canada only (contact sales@pencomdesign.com for Canadian shipping rates)

How to Order

By mail or Fax at 267-733-9765 or online. Fill out the order form (PDF format) or html order form with the required products listed (please print clearly), and include the billing address, shipping address, shipping & handling, sales tax (PA only) with the proper payment or credit information. We accept Money orders, certified checks, cashiers checks, business or personal checks (2 weeks to clear), MasterCard, Visa, Discover, and American Express. When ordering by credit card make sure you supply the required security number. This 3 or 4 digit number is printed on the back of the card at the end of the credit card number. Make sure you supply a valid email address to receive information when your product is shipped, otherwise no notification will be sent. Phone orders are not accepted.

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 flier 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), FEDX, 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.

Payment

No COD'S Accepted. We accept Money Orders, Certified Cashier Checks, Company and Personal Checks from a registered US Banking System (2 weeks to clear), MasterCard, Visa, Discover, and American Express. Open accounts accepted for well rated D&B businesses, schools, government and organizations, contact sales@pencomdesign.com for application and additional information.

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, a restocking fee may apply. Packages must be unopened and returned in original condition to receive this refund. Obtain an RMA number below 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: product.service@pencomdesign.com to receive information on returning your product for repair.

Shipping

Orders are normally shipped via (USPS) United States Postal Service Priority Mail usually within 24-48 hours unless the product is out of stock. Some shipments will be sent UPS ground, either when requested by the customer or when dollar amount exceeds a specific amount for insurance purposes. All shipping & handling charges are paid by the customer and are not refundable. Allow 2-3 days for delivery when notified of shipment depending on your location and method. FedEx & UPS expedited shipments are available, contact the sales department to obtain rates for this service. All FedEx shipments now require that the shipment be charged to your FedEx number.

Sales Tax

Only Pennsylvania residents need to remit 6% sales tax. Pencom Design, Inc. does not remit sales tax to other states. Any sales tax due that is not collected by Pencom Design, Inc. is the responsibility of the customer.

Sales

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

Revised 11/17/07