

Ordering Information

To use our service, please do one of the following:

- Call us toll free at **1-888-701-0038** or **(610) 353-3221** to acquire a return authorization (RA) number.
- Fax your order at **(610) 353-3722**, no RA number is required.
- E-mail us with your request to service@unidec.com, no RA number is required.

Please provide us with the following information:

1. Company name, address and telephone number.
2. Model numbers and quantity of items you are sending.
3. Purchase Order Number.

Ship to:

Unidec
3603 Winding Way
Newtown Square, PA 19073
Attn: Service Department
U.S.A.

Savings

Expect to save an average of 65% over OEM charges, additional savings are possible from our No- Trouble-Found policy when no repairs are necessary.

Turn-Around-Time

Unidec's turn-around-time for our PCB service is approximately 10 days, all lead-times are subject to parts availability. A shorter turn-around-time will be honored whenever possible.

Same-Day-Repair

If the customer needs a faster one-day turn-around, an additional fee of 15% above our normal repair charge applies (subject to a minimum fee of \$50 USD/item). Immediate priority is given to your equipment.

Emergency Exchange

Unidec stocks various electronic assemblies available for emergency exchange. Please call for availability. An additional fee of 25% above our normal repair charge applies (subject to a minimum charge of \$75 USD/item). If an exchange is available, it will be shipped overnight air. The customer may then return the defective trade-in via ground service to complete the exchange.

Pricing

This catalog's pricing supersedes all previous issues, pricing is subject to change upon notification. Prices are fixed for normal repairs and testing (**See the attached price list**). Pricing in this catalog is for continental US customers only; please call, fax or email request for quotations otherwise.

Monthly Repair Specials

Occasionally we offer an additional 10% discount on selected items. A "Monthly Repair Special" post card will be mailed with details of upcoming specials.

Additional Charges

The only exception to our fixed repair charges will be for boards with evidence of physical damage or abuse as a result of attempted repairs. The additional charges will be assessed based on evaluation of the following criteria:

- Missing or damaged hardware.
- Damaged etches or plated-through-holes.
- Missing or wrong components.

Evaluation Charge

An evaluation charge of **\$40.00/hour** is charged when:

- BER** - The unit is found **BER (Beyond Economical Repair)** due to physical damage, abuse, or unqualified repairs.
- NTF** - The unit is found **NTF (No Trouble Found)**, operating according to original manufacturer's specifications.

Unidec Warranty

Unidec warrants to its customer, workmanship and materials associated with repairs made at the time of service will be free from defects for a period of ninety (90) days. This period begins when the item is placed in service for up to one (1) year from the date of repair. Unidec will without charge, repair or replace at its own option the defective item upon receipt and determination of its warranty status based on repair records and the cause of failure.

Shipping

The customer may ship to UNIDEC by any method. We will arrange the return shipment from UNIDEC according to your specifications. If no carrier is specified, we will choose a carrier with the best value based on reliability and transit time. We currently use Airborne Express, Emery Worldwide, DHL, FEDX, and UPS.

Billing

Terms for all UNIDEC customers are net 30 days. Customers will receive an invoice for all services performed including shipping charges. Our Accounts receivable address is the same as our ship to address. Pennsylvania customers will be billed additionally for taxes incurred as a result of the service unless they provide their tax-exempt certificate.

Credit Card Purchases

We accept **Visa, Mastercard, and American Express Corporate** purchasing cards. Please provide your card number, card name holder, reference field (optional), and the expiration date. A transaction statement will be mailed to the cardholder the day of shipment.

Availability

If your electronics do not appear in this catalog, Unidec will provide service in most cases if the customer will send the schematic diagram with the defective board. If no schematic is available, we will request the documentation from the OEM or reverse-engineer the assembly.

Unidec Reconditioned Sales (RECON)

Please call for pricing and availability or check our website's Product Inventory link. If you are selling, please give us a call.

Restocking Fee

If a customer returns any purchased, exchanged, or loaned equipment, they will be re-invoiced for the original shipping charge (if PPD & Add), expedite fee (if applicable) plus a 15% restocking fee. The restocking fee will cover the re-testing and restocking of the returned unit. The restocking fee does not apply to any trade-ins.

Internet Home Page

This information is also available via the World Wide Web Internet. Links can be found by searching popular search engines like: Goggle, Yahoo, Alta-Vista, and Netscape or directly at:

<http://www.unidec.com>

International Customers

When shipping to Unidec your commercial/proforma invoice must explicitly state the following:

Country of Origin: USA USA made goods being returned to USA for repair and return. HS 8534.00 "Printed Circuits" No Commercial Value; Value declared for customs purpose only. Unidec EIN: 23-2734324
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Return Shipping to International Customers

All repaired equipment will be returned to the customer with following Harmonized Tariff Code: HS 9801.10 "**value for repairs or alterations of previously imported articles repaired or altered prior to exportation from USA.**" Values declared on the export documentation are our catalog repair charges, if other values or information are required to conform to the original import please notify us.

Freight, Duties, Taxes, Payment Fees

All charges including freight, duties, taxes and payment method fee are the responsibility of the customer. We will ship freight collect if the customer provides their account number, otherwise we will prepay and add all costs to the invoice. Please notify Unidec the method of payment that you desire from the following three options:

Check drawn on USA Bank	No additional Fee
International Wire Transfers	\$ 50 USD Fee
Foreign Bank Check	\$ 100 USD Fee

International Representatives (Re-Sellers)

Unidec representatives are located in several regions outside of the continental USA. Please call Unidec or visit our website (representative link) for contact information and availability in your region.