

BUYER'S GUIDE

Select any of the 1200+ products displayed on the www.driveswarehouse.com website, and order Online, via Phone, Fax, or through Mail.

1

Online Ordering

No matter where you are located globally, online purchase is the fastest and most efficient way to buy a product. You can order any of our products for direct shipment through our website www.driveswarehouse.com. If you are a new customer, please register at our website.

Your email address will be assigned as your account name. You can quote this account name for all your future purchases. In order to process your order, the following details must be provided: (a) A valid Credit Card (b) Credit Card Billing Address (c) Shipping Address (d) Phone Number (e) Email Address.

2

Order by Phone

When you place your order with www.driveswarehouse.com via phone, your call will not have to wait in a queue. You can always be sure that there is a live person to process your order details at the other end. If for any reason, we are unable to attend you, our sales representative will always return your call within the next 15 minutes. You can call **1-888-476 5944** to place an order.

3

Order by Fax

Please use our order form to fax us your order details. We will confirm the receipt of your order via fax. We aim to process your fax order the same day that we receive it. Fax orders received on non-business days will be processed on the next business day. You can fax to us on **1-888-476 5945**.

4

Mail Orders

Just fill up our order form, and send it to P.O. BOX 822720, DALLAS, TX 75382-2720. Our Customer Service Rep. will contact you via phone, fax, or email to confirm receipt of your order. Receipt of payment is verified prior to shipment.

5

Processing of Orders

All online orders are processed as soon as they are received into our email system. (Provided there are no credit or shipping delays). To ensure that you receive your products on time, we process faxed or mailed orders on the same business day that they are received. However, any orders that are faxed and e-mailed on weekends and on holidays are processed on the next business day.

6

Payment Options

For all transactions, payment is accepted in U.S. dollars only. All purchases are prepaid.

Credit Cards: We accept major credit cards like MASTERCARD / VISA / AMEX. All credit card orders are verified prior to shipment. Delay in the credit card payment process, can hold up your same day shipment. In case of any such eventuality, we will call or e-mail you and try to minimize the delay.

Wire Transfer: For payments through Wire Transfer, please call 1-888-476 5944 or email sales@driveswarehouse.com for wire transfer instructions.

Others: While Credit card is our preferred method of payment, we also accept other form of payment such as Cashiers Checks, Money Orders, Company Checks, and Personal Checks. Please note with Company Checks, and Personal Checks are subjected to 15 days waiting period from the date of receipt of the check prior to shipment.

Cash on Delivery: Cashiers Check or Money Order are the only accepted COD payments.

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Shipping

Our preferred carrier for Shipping is UPS. If you prefer shipment with another carrier, we recommend you call the carrier (other than UPS) direct and arrange pickup at our warehouse to avoid freight surcharges. Orders received on Saturday requiring Monday delivery are shipped via FedEx Next-Day Air only. All freight charges are prepaid and added to the invoice, which includes Insurance & Handling fees.

8

Insurance

We ship your purchases with full insurance. If you find that the item you purchased is damaged, please make sure the shipment remains at the point of delivery, within the original packaging, for inspection by a representative of the freight carrier. Failing to have the shipment available for inspection by the carrier can result in loss of insurance coverage which means you will own the damaged merchandize.

9

Concerns

If you are concerned about your shipment, you can monitor it with the help of the tracking number. Tracking numbers are sent automatically by email for on-line orders. If you have placed your order using any other form of order such as phone, mail, or fax, please request tracking number notification.

10 Money Back Policy

If for some reason, you are unhappy with the product that you purchased from driveswarehouse, we have a 30-day money-back guarantee policy. (Days are counted by product receipt & return dates confirmed by UPS/FedEx tracking numbers). Products must be returned in their original packing, and without any damage or usage. All return items are subjected to complete inspection prior to refund. If product is powered-up, installed or marked, there is an automatic 30% Restocking Fee applies.

11 Return Procedure

If you are unsatisfied with any of the products that you have purchased at driveswarehouse and wish to return it, all you have to do is call our Customer Service at **1-888-476 5944** or email to sales@driveswarehouse.com to obtain the Return Material Authorization Number (RMA#).

12 Warranty

All products from driveswarehouse come with 12 months manufacturer's warranty against defects in material or workmanship. To initiate a warranty claim, call our Customer Service at 1-888-476 5944 or email sales@driveswarehouse.com to obtain Return Material Authorization Number (RMA#).

In addition to manufacturer's standard 12 months warranty on material and labor, Driveswarehouse offers additional 12 months Labor warranty (free labor on repair) on all products. Drive/Line Reactor packages qualify for additional 24 months warranty on labor and material. Phase Converter Drive products are not qualified for this 36 months warranty.

13 Taxes

Driveswarehouse do not collect sales taxes outside Texas. However, international customers are responsible for the payment of import taxes, and duties as required by freight carriers.

Please use the following address and numbers to direct your queries or place an order:

P.O. BOX 822720,
DALLAS, TX 75382-2720
Email:
sales@driveswarehouse.com

General and Sales Enquiries
Sales/Accounting Phone: 1-888-476 5944
General Fax: 1-888-476 5945
Accounting Fax: 1-888-476 5945
Sales>Returns: 1-888-476 5945
Tech support: 1-888-476 5944
Visit us at our website www.driveswarehouse.com



Fax/Mail Order Form

Instructions: Please **PRINT in CAPITAL** letters using **BLACK** ink only. Fill in the applicable ovals completely (*). Mail/Fax this completed form to Driveswarehouse.com.

1 Client Information

Primary Member Name (Last Name)

(First Name)

Delivery Address (fill in a street address, City and Zip code)

City

State

Zip code

Phone Number

Email Address, (essentially required)

Providing your e-mail address and phone number authorizes us to contact you about your Driveswarehouse account or our services. This information will not be shared with any outside party. If other household members also use this e-mail address, they may be able to access your information.

2 Shipping/Payment Information

Payment, when applicable, is due with each order and may be made by credit card, check or money order. Payment by credit card is preferred. If paying by check, make the check payable to Driveswarehouse. Please write your member identification number on your check.

Item Model/Part No.:

Quantity

Credit Card Number

Expiry Date