

## **Prices and Ordering**

The fastest and easiest way to place your order is by visiting our **Online Store**. The minimum order for an online order is \$85, whereas the minimum order for all other orders is \$100.

We accept domestic as well as international orders. However, if you reside in Europe laws and regulations in your country may dictate that we sell only to businesses. Some customers in Europe must also agree with and sign a Waste Electrical and Electronic Equipment (WEEE) agreement form. If time is of the essence for your order, please inquire about these forms before you are ready to place your order.

All prices listed in pricelists or on the website are in U.S. dollars.

TE Technology takes care in protecting the privacy of our customers ordering and credit card information. Our servers use Secure Sockets Layer (SSL), an advanced encryption technology. This technology safeguards your personal information and guarantees privacy.

However, if you are uncomfortable placing orders over the internet, please use one of these ordering methods:

1. **Ordering by Phone:** Call us at 231-929-3966 (international: 001-231-929-3966) weekdays from 8:00 a.m. to 5:00 p.m. Eastern Standard Time.
2. **Ordering by Fax:** Print and fax your order form to us at 231-929-4163.
3. **Ordering by Mail:** Print and send your order form to us at:

**TE Technology, Inc.  
1590 Keane Drive  
Traverse City, Michigan 49696-8257 USA**

We also accept Purchase Orders. Please note that all Purchase Orders must be reviewed and the requested date of delivery must be in accordance with our quoted lead-time plus transit time. Lead time is quoted "after acceptance of order," meaning additional time may be required to review and accept the order.

The time until an order is shipped is based on the time in which we ACCEPT (not receive) an order. Because we are an ISO 9001:2008 registered company, we are obligated to review each purchase order contract to verify that we can meet all of the requirements of the contract (part numbers, prices, delivery dates, special shipping requirements, terms and conditions, etcetera). This review takes time, and we may request changes before we accept an order. ONLINE ORDERS are automatically formatted to be acceptable as we receive them from

our online order system (unless a comment is entered in to the special instruction/comment field that requires further review). These orders can be processed as-received, so for fastest delivery it is recommended that customers use our online ordering system.

We will send an order acknowledgement, either by email or fax, once we accept an order. This will show all of the order information including the shipping dates and shipping mode. *If you have not received an order acknowledgement within two business days please contact TE Technology.*

If you have any questions regarding these ordering methods you can always send us an e-mail message to [cool@totech.com](mailto:cool@totech.com).

## **Distributors**

TE Technology does not have any distributors as we feel it is better to have our customers consult with us directly. The coolers are very technical products, and a distributor would not likely have the capability of answering every question or appropriately recommending either a standard or custom product. We sell coolers to countries all around the world; so if you need any assistance, please send your inquiry directly to us.

## **Availability of Products**

Most in-stock thermoelectric modules, cooling assemblies, power supplies and temperature controllers will ship the next business day if we accept your order before 11:00 a.m. Eastern Standard Time (EST) (see exception in paragraphs below). If we accept your order after 11:00 a.m. EST, your order will ship in two business days.

If you ordered potted (sealed) thermoelectric modules and we only have the unpotted version of the modules in stock, we will need additional time to pot the modules. TE Technology schedules potting every Tuesday and Thursday morning. Very High Temperature (VT) thermoelectric modules require 5 business days for potting, and high quantity orders will require additional time. Your order will typically ship the next business day after the potting process is complete.

We usually have prototyping quantities of all cooling assemblies, temperature controllers, and power supplies in stock. We also try to stock prototyping quantities of the thermoelectric modules that are highlighted in blue on our website. Sometimes though we have modules in stock that are not highlighted in blue. If you need a specific module you can always call and ask if it is available. However, if you wish to purchase a module that is not highlighted in blue and we can not fulfill your entire order with what we might have in stock then a 100 piece minimum order will apply.

We will contact you if an item is temporarily out of stock so you can make a decision on how you want us to proceed with your order.

We will ship orders when they are complete. If you want us to ship a partial order, additional shipping charges apply and are the responsibility of the customer.

## **Shipping**

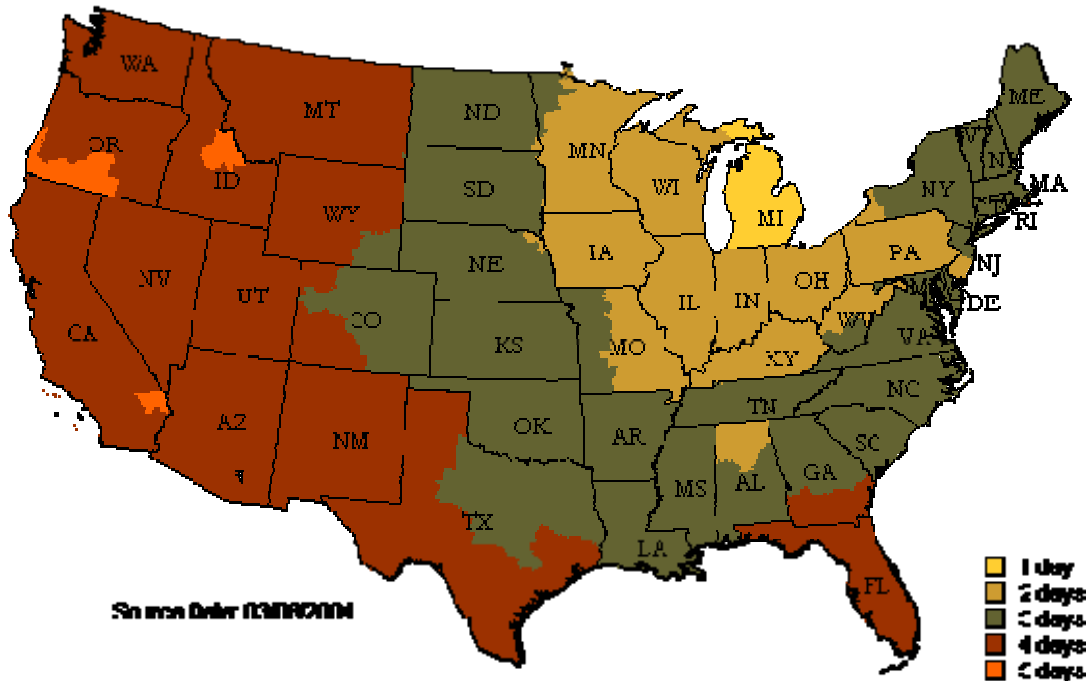
The shipping costs for orders depend upon the method and options you choose. TE Technology can ship your order COLLECT and charge the shipping cost to your account upon request.

Our preferred shipper is UPS. We can also arrange to have your order shipped with other shipping carriers. Please contact us to request a different shipping mode.

Note: If you do not choose to ship with our preferred shipper, TE Technology may be charged a pick-up fee by one of the other carriers. We reserve the right to pass these charges along to our customers.

If you place your order online, you can choose between UPS Ground Service, UPS Next Day, Second Day or Third Day for shipments throughout the U.S.

Approximate shipping times for domestic Ground Shipments from Michigan:



For international shipments you can choose between UPS Worldwide Express (1-2 days) or Worldwide Expedited (3-5 days). Shipments to Canada can be shipped via UPS Standard Canada.

When counting shipping days, please do not include Saturdays, Sundays, or any intervening holidays. The business day after your order was shipped is considered Day 1.

Please note that UPS cannot ship to P.O. Boxes.

## **Payment**

TE Technology accepts payment by credit card (Visa, MasterCard and American Express), wire transfer, and by check in US funds. The minimum order requirement for wire transfer payments is \$300. Wire transfer funds must be verified before the product is released, and wire transfers must include any and all bank charges so the net amount due is received by TE Technology. Domestic and Canadian customers can also apply for payment terms of Net 30. Please send us your credit application with at least three credit references. We will contact the references and make a determination regarding the payment terms. This process typically takes between three to five business days.

Our **Online Store** only accepts the payment by the credit cards listed above. Your credit card will be charged for the amount of your order when your order has shipped. We will obtain authorization from your credit card issuer when your order is placed.

After you placed your online order, you will receive an email confirming your online order. This confirmation will list all items ordered, the amount of your order, and the shipping and billing address(es) of the order. This confirmation is generated automatically by the website.

You will receive a separate Order Acknowledgement from us (by fax or email) confirming the ship date of your order.

Our minimum order requirement is \$100 for all phone, fax and mail orders and \$85 for all online orders. There are no government or educational discounts.

We are required to collect sales taxes for orders with a California, Indiana or Michigan shipping address. For all other states, the customer is solely responsible for paying sales or any other applicable taxes. However, if the products are purchased for resale or tax exempt institutions, please provide your Reseller/Tax ID number. If you placed your order online and sales tax was charged and you provided a Reseller/Tax ID number, the sales tax will be credited back to your card at the time of shipment.

## **Terms and Conditions**

TE Technology, Inc. Terms of Acceptance apply to all orders. A copy of these can be seen at <http://www.tetech.com/docs/terms-of-acceptance.pdf> or is available upon request.

In case there is a conflict between the policies set forth in this document and TE Technology, Inc.'s Terms of Acceptance, TE Technology, Inc.'s Terms of Acceptance shall be controlling.

## **Return Policy**

If you need to return part or all of your order, please review our warranty statement (<http://www.tetech.com/docs/terms-of-acceptance.pdf>) and our policy below. All incorrectly shipped items will be adjusted as necessary. Please note that evaluation and/or restocking fees may apply as highly trained personnel are required to accurately evaluate the condition of returned materials.

### **In General:**

1. All returns must have a Return Material Authorization number (RMA). Please contact us to receive the RMA number. The following information will be needed to issue the RMA number:
  - Part Number
  - Serial Number or Date Code
  - Reason for returnThe Return Authorization is only good for the items for which it was issued and expires 15 calendar days after being issued.
2. TE Technology will refuse to accept shipments of all materials returned without a valid RMA number. The RMA number must be clearly marked on the outside of the box.
3. All products originally shipped in electrostatic and/or protective shipping materials must be returned in the same materials. Failure to comply may result in damage to returns and a loss of credit for returns.

### **Returns for Warranty Repair:**

1. The purchaser is responsible for shipping charges to TE Technology, and TE Technology will pay to ship the product back to the purchaser.
2. If the product(s) have been returned because of a claimed defect and no defects are found, there will be a minimum inspection fee of \$50 for each such item returned.
3. Shipping and handling fees are non-refundable.

### **For Non-Warranty:**

1. There are inspection fees for out-of-warranty products that are returned for repair. The fee is \$100 for the first item and \$50 for each subsequent item. A purchase order for the inspection fee must be placed before we

can proceed with the inspection. ONCE TE TECHNOLOGY QUOTES THE REPAIR, THE INSPECTION FEE WILL BE CREDITED TOWARDS THE REPAIR CHARGE IF THE CUSTOMER ELECTS TO HAVE THE ITEM REPAIRED.

For Refund/Credit:

1. All returns must be made within 30 days of the invoice date (day of shipment).
2. All product must be returned in clean, like-new condition with all of the original accessories (manuals, cables, temperature sensors, terminal block covers, connectors, etcetera). To prevent damage, all product must be returned in the original protective packaging materials such as foam inserts and ESD bags. ALL returns that do not meet this criteria will be returned to customer at the customer expense and credit for the return will be denied.
3. Used thermoelectric modules cannot be returned.
4. There will be a minimum restocking fee equal to \$50 or 25% of the cost of the returned product(s) whichever is larger. This fee is to cover the costs of re-qualification testing for all non-defective returned materials.
5. No returns are allowed on custom products unless defective.
6. The purchaser is responsible for shipping charges to and from TE Technology.