



[www.netcomdirect.com](http://www.netcomdirect.com)  
[www.netcomusadirect.com](http://www.netcomusadirect.com)

# NetCom Direct

13885-B ALTON PARKWAY  
 IRVINE, CA 92618  
 PHONE: (949) 553-0110 FAX: (949) 553-0550

## ORDER FORM

-> OVERSEAS CUSTOMERS - TO SPEED UP THE PROCESSING OF YOUR ORDER YOU COULD PROVIDE US WITH A LETTER HEAD FROM YOUR CREDIT CARD INSTITUTION CONFIRMING YOUR ACCOUNT WITH THEM OR BY FAXING US A COPY OF YOUR MOST RECENT CREDIT CARD STATEMENT SHOWING YOUR NAME AND ADDRESS. PLEASE FILL THIS FORM COMPLETELY. <-

### **CUSTOMER INFORMATION:** (PLEASE PRINT)

CUSTOMER NAME:			
COMPANY NAME:			
PHONE #:		FAX #:	
E-MAIL ADDRESS:			
SHIPPING METHOD:			

### **PAYMENT INFORMATION:** (PLEASE PRINT)

FORM OF PAYMENT:	<input type="checkbox"/> VISA:	<input type="checkbox"/> MASTER CARD:	<input type="checkbox"/> AMERICAN EXPRESS:
	<input type="checkbox"/> PAYPAL: (6% OF YOUR TOTAL MUST BE ADDED TO YOUR TOTAL FOR PROCESSING FEES)	<input type="checkbox"/> WIRE TRANSFER: (\$40.00 PROCESSING FEE MUST BE ADDED TO YOUR TOTAL)	
	<input type="checkbox"/> MONEY ORDER (MO CLEARS WITHIN 3-5 BUSINESS DAYS)	<input type="checkbox"/> PERSONAL/COMPANY CHECK (CHECKS CLEAR WITHIN 3-10 BUSINESS DAYS)	
NAME ON CARD:			
COMPANY NAME:			
CREDIT CARD NUMBER:			
EXP DATE:		CREDIT CARD (CVV):	
FOR PAYPAL PAYMENTS PLEASE USE THIS ACCOUNT: <b>netcom_paypal_orders@netcomdirect.com</b> (DO NOT FORGET TO ADD 5% OF YOUR TOTAL TO YOUR TOTAL OR YOUR ORDER WILL BE PLACED ON HOLD, CANCELLED, THE SHIPPING WILL BE DOWN-GRADED, OR IT WILL NOT BE PROCESSED)			

### **CREDIT CARD BILLING ADDRESS:** (ADDRESS WHERE YOU RECEIVE YOUR CREDIT CARD STATEMENT EVERY MONTH? - PLEASE PRINT)

NAME:	
COMPANY:	
STREET:	
CITY, STATE, ZIP:	
PHONE:	

### **SHIP TO ADDRESS:** (ADDRESS WHERE YOUR PRODUCT(S) WILL BE SHIPPED OUT TO? - PLEASE PRINT)

NAME:	
COMPANY:	
STREET:	
CITY, STATE, ZIP:	
PHONE:	

PRODUCT DESCRIPTION:	PART NUMBER:	QTY:	\$ PER UNIT	SUBTOTAL (1)
SUB TOTAL(2):				
SHIPPING:				
_____:				
<b>TOTAL:</b>				



## CREDIT CARD AUTHORIZATION

-> CREDIT CARD ORDERS WITHOUT THIS SIGNATURE WILL BE PLACED ON HOLD OR CANCELLED <-

TOTAL TO BE CHARGED: \$ \_\_\_\_\_

By signing below, Cardholder hereby authorizes NetCom Direct to charge the above credit card for the "TOTAL AMOUNT \$" shown above, Cardholder agrees to perform the obligations as set forth in the Cardholder's agreement with the card issuer, and represents that they have full authority to place this order with NetCom Direct on the above credit card.

AUTHORIZED BY: (PLEASE PRINT) \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

You must provide your NetCom Direct invoice # to make a return for warranty repair claim. All returns must be pre-approved by **NetCom Direct**, and be in the original packaging or they will not be accepted. There will be a 20% restocking charge where applicable. Return claims must be made within 10 days of order placement.

**BEFORE FAXING YOUR ORDER TO US, MAKE SURE YOU HAVE FILLED OUT THE FOLLOWING:**

CUSTOMER INFORMATION

CREDIT CARD INFORMATION

CREDIT CARD BILLING ADDRESS

PRODUCT SHIP TO ADDRESS

PRODUCT INFORMATION

CREDIT CARD AUTHORIZATION  
FORM

READ TERMS & CONDITIONS

**THIS INFORMATION IS OPTIONAL, BUT YOU MAY BE ASKED FOR IT IN CASE YOUR CREDIT CARD  
INSTITUTION/COMPANY DENIES TO PROVIDE US WITH A NAME AND ADDRESS VERIFICATION.**

CREDIT CARD INSTITUTION LETTER HEAD VERIFYING CUSTOMER'S CURRENT  
ACCOUNT.

MOST RECENT/LATEST CREDIT CARD STATEMENT SHOWING CUSTOMER  
NAME AND CURRENT ADDRESS.

Please fill out these forms completely and legibly, sign it and fax it back to us at: (949) 553.0550  
For additional questions about this order or this form, please contact us at [info@netcomusa.com](mailto:info@netcomusa.com) or call us directly and talk to one of our Customer  
Service Representatives at (949) 553-0110



# NetCom Direct

## TERMS AND CONDITIONS

We strive to offer the best possible service. If you have any questions regarding an invoice or your order, please contact your Sales Representative or email your question to [info@netcomusa.com](mailto:info@netcomusa.com), or fax us at (949) 553-0550.

**WARRANTY:** Merchandise sold on an AS IS basis is indicated on the purchase order or invoice. If merchandise is sold on an AS IS basis it is expressly understood by buyer that there are no warranties, either express or implied, for such AS IS merchandise. **Therefore seller makes no representation as or warranties either express or implied or in any other manner or form regarding the merchandise sold on an AS IS basis. In that regard seller and buyer specifically and unconditionally agree that there are no warranties of merchantability or fitness for a particular purpose or use imposed either by contract or law with regard to the merchandise sold on an AS IS basis.** For any merchandise that is not designated AS IS, as herein set forth, any warranty for merchandise sold will not exceed the period of time stated on either the purchase order or **Buyer and seller expressly and unconditionally agree that seller makes no express nor implied warranty or representation the product sold is fit for any particular purpose or use.** Please inspect the entire contents of your package upon receipt. Report any discrepancies immediately to seller in accordance with these terms and conditions. If a product is covered by an express warranty such warranty is limited in its scope to defects in material and workmanship for the period of time indicated. Warranties, if any, begin to run from the date the product is shipped. It is expressly understood and agreed by buyer that whenever any product contains a manufacturer's express warranty, the manufacturer's express warranty will be the sole and only warranty for the product. If there is no express manufacturer's warranty, seller's responsibility is limited to return of the merchandise to the manufacturer. Whenever these Terms and Conditions conflict with or are expanded or added to by any terms and conditions of the Buyer's order, these Terms and Conditions shall govern and supersede the terms and conditions of the Buyer's purchase order.

**RETURNS:** G-d forbid, in the event you need to return product, please call our Return Authorization Department at (949) 553-0110 ext. 19. They will issue a Return Authorization number, which must be clearly, visibly written on the outside of the box. Only products and quantities authorized will be accepted. **Any alteration to the product (i.e., removal damage, or tampering of labels or seal, defacement of the product or abuse) will void the warranty-the product will be returned to you non-repaired, at your sole expense.** You must complete and sign the Return Merchandise Form and return it with your merchandise. Attach a copy of your invoice to this form. For defective products covered by warranty, you must state problems encountered, exact environment in which problem occurred, and all steps taken to try to resolve problem. Include any supporting test results, documentation, etc. Returned products must be shipped in their original shipping boxes, with all packing material, manuals, cables, and cords, as originally packed by NetCom and received by customer. If you do not have your original packing material, and choose to ship your return in any other packaging, any resultant shipping damage will be your responsibility. Please adhere to the enclosed packaging guidelines. Please insure your return. Product that arrives damaged in shipment will be returned to you non-repaired, at your sole expense. Product damaged in shipment due to improper packaging will void any warranty. All insurance, shipping, and transportation charges must be paid prior to returning product. NetCom will not pay inbound insurance, shipping, or transportation charges, or accept responsibility for loss or damage in transit to NetCom. For defective product covered by warranty, NetCom will prepay shipping of the repaired merchandise. Any merchandise testing No Problem Found will be subject to a 20% service fee and all shipping fees, and will be returned to the customer COD. **A 20% restocking fee will be applicable on all returned merchandise and canceled orders.** We strongly recommend you consult with a local technician or call for consultation before returning any product. Please allow at least 14 business days for processing of any return after our receipt of your product. **RMA's for Software or Data Media will not be given for any reason, Software as well as Data Media are not returnable and not refundable. NO REFUNDS ON ANY ITEM AFTER 30 DAYS FROM THE DAY OF PURCHASE.**

**TECHNICAL ASSISTANCE:** Technical support is available during normal business hours at (949) 553-0110 only for merchandise purchased from NetCom, or you can fax information or questions 24 hours a day to (949) 553-0110.

**CLAIMS:** Claims made for errors or shortages must be made to NetCom within 24 hours of receipt of shipment. External visible damage to a package must be noted to the courier and the shipment refused. Claims for goods damaged in transit must be filed against carrier.

**LATE CHARGES:** 5 % per month will be assessed on past due account.

**COLLECTIONS:** The parties hereto agree that if it is necessary for either party to institute litigation, other than Small Claims Court actions, to enforce anything to do with or any provision of this contract, litigation may only be filed in the following counties in California: Orange County. If collection action is instituted to enforce any provision of this document, buyer agrees to pay all collection costs, court costs and reasonable attorney fees. If either party institutes Small Claims Court action, it must be done within jurisdiction of Orange County, California.

**RETURN CHECK POLICY:** There will be a \$30.00 service charge per check returned unpaid. Please note that issuing party may be held liable for three times the amount of the check plus the maximum penalties allowable by law.

**LIMITATION OF LIABILITY:** NetCom will not be liable for special, incidental or consequential damages arising out of the use of these products and in no event shall the liability of NetCom exceed NetCom's current selling price of the items originally purchased. Any credit issued is valid for 90 days from the date of issue and will expire if not used within that time period. As referred to in the WARRANTY section, NetCom accepts no liability, express or implied, for items covered under manufacturer's warranty.

**CREDIT CARD CHARGES:** buyer agrees that transfer of the seller's merchandise to any courier of the buyer will serve as absolute authorization for seller to debit the credit card account of the buyer.

I, THE BUYER, AGREE TO THESE TERMS AND CONDITIONS.

INITIALS: \_\_\_\_\_