

### Sales Tax:

Sales tax is charged on shipments in most states that have a sales tax, unless we have your resale certificate. Sales tax will be **estimated** at order submit time based on the subtotal of your order. The exact calculation will be applied to your invoice upon shipment, according to your State's tax laws regarding handling and shipping fees. Fax your certificate and your customer number to 218-681-7931, Attention: Sales Tax.

### Payment:

Digi-Key offers a number of convenient payment methods:

For United States customers we offer check, money order, MasterCard, VISA, American Express, Discover, and C.O.D. as well as open account credit to qualified institutions and businesses. Payment must be made in the currency in which the order was placed.

For Canadian customers we offer all of the above payment options except C.O.D.

For International customers see "International Orders" below.

To obtain a credit application for open account credit, contact any sales representative by calling 800-344-4539 (US & Canada) or 218-681-6674 or faxing your request to 218-681-3380. Or, you may go to [www.digikey.com](http://www.digikey.com) and click on "Contact Us", which will bring you to the "Digi-Key Communications" page. Then click on "Net 30 Credit Application" in the "Accounting" box. Please allow sufficient time for the credit approval process. To avoid delay on your initial order you may elect an alternative payment method.

### Dishonored Check Policy:

If a check you give us for payment is dishonored for any reason by the bank or other institution on which it is drawn, you agree to pay us \$20.00 as a service charge (if the check cannot be redeposited) pursuant to Minnesota Statutes § 332.50. In addition, you agree to pay any other reasonable charges imposed by any check verification company or collection agency that we may use for collection.

### Out-Of-Stock:

On orders paid by check, money order or credit card, items not available for immediate shipment will be shipped as they become available. Items not available at the end of 30 days will be cancelled and refunded/credited in cases of prepayment. The number of backorder days may be extended beyond 30 days at customer's request. If a refund check is issued, the cancelled item can be re-entered without a handling charge if the check and cancellation notice are returned to us.

On orders billed to customers with open account credit, items not available for immediate shipment will be shipped and billed as they become available. Items not available at the end of 90 days will be cancelled. The number of backorder days may be extended beyond 90 days at customers request.

### International Orders:

In addition to the United States and its territories, Digi-Key accepts International orders. All orders of International origin are exported from the US in accordance with the Export Administration Regulations. Diversion contrary to US Law is prohibited. All duties and taxes will be the responsibility of the customer.

**Payment options for International customers:** MasterCard, VISA, American Express, Discover, cashier's check in US funds, as well as open account credit to qualified institutions and businesses. We cannot accept personal checks or certified personal checks. Money orders can result in significant delays. Use of Letters of Credit must be approved in advance by Digi-Key's Accounting Department.

To obtain a credit application for open account credit, contact any sales representative by calling 218-681-7979 or faxing your request to 218-681-3380. Or, you may go to [www.digikey.com](http://www.digikey.com) and click on "Contact Us", which will bring you to the "Digi-Key Communications" page. Then click on "Net 30 Credit Application" in the "Accounting" box. Please allow sufficient time for the credit approval process. To avoid delay on your initial order you may elect an alternative payment method.

### Customer Service:

**Voice:** 800-858-3616 in (US & Canada) or 218-681-6674

**Fax:** 218-681-3380

**Internet:** [www.digikey.com](http://www.digikey.com) (click "Contact Us")

**Mail:** Digi-Key Corporation  
Attn: Customer Service  
PO Box 677  
Thief River Falls MN 56701-0677

A friendly, competent staff of customer service representatives is available 24 hours a day, 7 days a week, 365 days a year to assist you. Please have your sales order or invoice number available when you call.

### Freight Damage:

If you receive merchandise that has been damaged in transit, it is important to keep the shipping carton, packing material and parts intact. Please contact a Digi-Key Customer Service representative immediately to initiate a claim. See "Customer Service" above for contact information.

### Return Policy:

Digi-Key accepts merchandise returns subject to the terms outlined below and will replace the product or refund your money at your option.

To facilitate processing of returned merchandise:

- Please contact a Customer Service Representative to obtain an RMA (Returned Merchandise Authorization) number prior to returning product. See "Customer Service" above for contact information.
- All returns should be made within 30 days of date of invoice and be accompanied by the original invoice number and a brief explanation of the reason for the return.
- Return freight charge must be prepaid. Sorry, C.O.D. returns cannot be accepted.
- Returned merchandise must be in original packaging and resalable condition.
- Parts returned due to customer error may be subject to a restocking charge. "Not-in Catalog Items" and parts specified as "Non-Cancelable/Non-Returnable" at time of quote or sale are not returnable.
- Defective merchandise may be returned within 90 days of the original invoice date and need not be in original packaging.

### Duplicate Mailings:

If you receive more than one catalog with the same name and address, please return the labels to Digi-Key and pass the catalog along to a friend. Also, if you do not require multiple copies to the same company address, contact a sales representative to verify your mailing information. A forms based communications method for catalog issues (Receive, Remove, Change of Address) can be accessed at [www.digikey.com](http://www.digikey.com) by clicking "Contact Us", which brings you to the "Digi-Key Communications" page. Then click "Catalog Mailing List" and scroll to "Service Out Options" to note your preferences. Alternatively, you may mail, telephone or fax Digi-Key your request.

### Recycling And The Environment:

Digi-Key is committed to the environment and you, our valued customer. We use Geämi, a 100% recyclable packaging product. Both the outer and inner tissue can be put in your newspaper bin for recycling. This catalog was produced with paper containing 33% post consumer fiber and may be recycled through a paper board recycling program.

### Privacy Policy:

Your privacy as a customer is very important to us. We want you to know how your customer information is used.

Once you make a purchase, request a catalog or other information from Digi-Key, your name, shipping/mailling address, telephone number, email address and fax number are included in our customer file.

This information is used to ensure a quick, efficient flow of products and services to you. This information may also be used for other purposes as outlined below.

**Postal Addresses:** Digi-Key may use your mailing address to send the Digi-Key catalog to keep you updated on our most current products and services.

Occasionally, Digi-Key may make the names and addresses of our customer list available to carefully screened companies that offer products and/or services that may be of interest to you.

**Email Addresses:** Email addresses may be used to communicate information of interest to you about Digi-Key. This includes Order Shipment/Tracking Information, Obsolete Part Bulletins, Service Change Information or other Digi-Key promotional emails.

Emails may be sent by Digi-Key or an authorized agent working for Digi-Key. All authorized agents operate with a confidentiality agreement. Information sent in this manner will always include "opt out" options.

Email addresses are never rented, sold or traded to third parties.

**Opt Out:** You may elect to opt out of any of the above uses of your customer information by completing the "Opt Out" form in our privacy statement on our Web site or by contacting us by telephone, fax or mail.

**Other Uses Of Customer Information:** Digi-Key is under contract to provide point of sale information to many of its product suppliers for market research and payment of commission to the supplier's agents.

If you have an open account with Digi-Key, credit and payment history will periodically be shared with credit reporting agencies.

Customer information is also used for marketing and market research for Digi-Key Corporation. Digi-Key or an authorized agent working for Digi-Key may complete these activities. All customer information is kept confidential.

Digi-Key will share customer information with government agencies if required by law.

**Note:** We reserve the right to make changes to our privacy policy at any time without prior notification.

### ISO 9001:2000 Certified:

Digi-Key's operations from order entry through shipping have been fully ISO certified since March 17, 1994 and are recertified on an annual basis. A copy of Digi-Key Corporation's ISO Certification is available at [www.digikey.com](http://www.digikey.com) or upon verbal or written request.

### Military Qualified Parts Disclaimer:

Digi-Key does not stock or sell any product that meets the performance or documentation requirements as outlined by any Military Qualified Parts List ("QPL"). Digi-Key does stock and sell product that has been manufactured to Mil Spec, BUT this in no way indicates that those parts are acceptable or appropriate for use in any military application. Mil Spec is used as an industry-common reference and is NOT an indication of end use qualification.

**More Product Available Online: [www.digikey.com](http://www.digikey.com)**

**Toll-Free: 1-800-344-4539 • Phone 218-681-6674 • Fax: 218-681-3380**

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