

### Shipping Charges:

A shipping charge of £12.00 will be billed on all orders of less than £50.00. Free shipping is offered for all orders of £50.00 and greater. There will be no additional shipping charges for one backorder shipment. Shipping charges are from Digi-Key's Product Distribution Center in Thief River Falls, MN. Shipping charges and duties are prepaid by Digi-Key and added to your invoice. (DDP as defined by INCOTERMS 2000).

*(If unique circumstances require deviation from this charge, customers will be contacted prior to shipping an order.)*

### Payment:

Digi-Key offers a number of convenient payment methods:

- MasterCard and VISA.
- Net 30 Open Account is offered to qualified institutions and businesses, with payment by company cheque. Payment must be made in the currency in which the order was placed.
- Prepaid by wire transfer.

**For Online Open Account Credit Application**, click "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 Cheque Policy:

If a cheque 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 cheque cannot be redeposited) pursuant to Minnesota Statutes § 332.50. In addition, you agree to pay any other reasonable charges imposed by any cheque verification company or collection agency that we may use for collection.

### Out-Of-Stock:

If product you order is out of stock at the time of order placement, you may elect to have it shipped on a subsequent shipment. There will be no shipping charge for one subsequent shipment. Backorders will be held open based on your request.

### 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 Digi-Key immediately to initiate a claim. ([uk.digikey.com](http://uk.digikey.com), click "Contact Us", then click on "Customer Service Department", then "Request For RMA" to initiate a claim.)

### 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 Digi-Key to obtain an RMA (Returned Merchandise Authorization) number prior to returning product. (click "Contact Us")
- 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 in resalable condition.
- Parts returned due to customer error may be subject to a restocking charge. "Not-in-Catalogue 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 [uk.digikey.com](http://uk.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.

### Environmental Note:

Based on our commitment to the environment and you, our valued customer, we are now using Geāmi, a 100% recyclable packaging product. Both the outer and the inner tissue can be put in your newspaper bin for recycling.

### 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 catalogue or other information from Digi-Key, your name, shipping/ mailing 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 catalogue 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 [uk.digikey.com](http://uk.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.

### Contact Information:

When contacting Digi-Key, please provide your sales order or invoice number when relevant.

**Internet:** [uk.digikey.com](http://uk.digikey.com) (use "Live Online Chat" or click "Contact Us")

**FREEPHONE:** 0-800-587-0991 or 0-800-904-7786

*Note: Representatives are available to assist you 24 hours a day, 7 days a week, 365 days a year. Calls may be recorded or monitored for quality and training purposes.*

**FREEFAX:** 0-800-587-0992 or 0-800-904-7783

**Mail: Digi-Key Corporation**

Attn: UK Customer Service  
PO Box 677  
Thief River Falls MN 56701-0677  
USA

**Free shipping on orders over £50! All prices are in British pound sterling and include duties.**

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