

## Ordering Information

### How To Order

The Sealevel Systems order desk is open from 8:00am to 5:00pm (Eastern Time), Monday through Friday. To facilitate your order and to avoid any undue delay please include the following information:

1. Purchase Order Number
2. Credit Card #, Expiration date and type of card
3. Tax I.D. if Applicable
4. Company Name
5. Telephone Number
6. Shipping Address
7. Billing Address
8. Part Number and Quantity
9. Price

### Phone Orders:

Call (864) 843-4343

### Fax Orders:

Fax (864) 843-3067

### Mail Orders:

Sealevel Systems, Inc.  
Attn. Order Desk  
155 Technology Place  
P.O. Box 830  
Liberty, SC 29657 U.S.A.

### Special Purchase

Please let us know if your purchase is for OEM, government, resale or educational purposes. You may qualify for special pricing.

### Shipping Information

Most orders are shipped the same day (if order placed by 2:00pm). Lead time on shipments can range from stock to 6 weeks depending on quantity.

A variety of shipping methods can be requested. UPS Ground insured is the standard method of shipment while UPS 3 day, 2 day or overnight, and FEDERAL EXPRESS Economy, Standard or priority can also be specified. Saturday delivery is also available by both UPS and FEDERAL EXPRESS.

All shipments are FOB Liberty, SC.

### 100% Satisfaction

If you are not completely satisfied with your products you may return them for a full refund, exchange or credit within 30 days of original purchase. Returns after 30 days will be charged a 20% restocking fee. Sealevel Systems will not accept returns under the following conditions:

1. Modified products (factory or user modified)
2. Damaged products due to user negligence, misuse, modification, accident or disaster.
3. Large volume or custom order situations. Sealevel Systems assumes that you have evaluated the products for suitability.

### Lifetime Warranty

Sealevel Systems warrants its products to be in working order for the life of the product. Should a product fail to be in working order at any time, Sealevel Systems will, at its option, repair or replace the product at no additional charge except as set forth in the following terms. This warranty does not apply to products damaged by misuse, modification, accident or disaster. By using our products, the customer agrees that Sealevel's liability will be limited to replacement of the product or replacement value of the product to be solely determined by Sealevel Systems, Inc.

### Returns

Any and all products returned to Sealevel Systems for any reason must be accompanied by a RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER. To obtain this number please call (864) 843-4343 and request a RMA number. You may be advised to speak with a technician to verify that a RMA is required. Please have the following information on hand when requesting your RMA number:

1. Part Number of the product
2. Reason for the return
3. Name and Phone Number of person requesting RMA

Out-of-warranty repairs will be billed for parts, labor and shipping.

### Prices/Design

The prices and specifications in this catalog are subject to change without notice. We welcome you to call our "Order Desk" to obtain current pricing or a written quotation.

Due to our efforts to constantly provide the highest quality and the most technologically advanced communications products possible, some items may differ slightly from their catalog description.

### Quotations

Quotes will be valid for a period of 90 days from issuance. Prices apply to written purchase orders only. The FOB point is Liberty, SC.

### Terms/Payment

Subject to credit approval, net accounts can be established simply by completing and faxing our Short Credit Application form or, by e-mailing credit@sealevel.com or, by faxing your company credit information to (864) 843-3067. Accounts will be verified and confirmed within 48 hours, if possible.\*Other acceptable forms of payment include:

1. Company Check (prepaid)
2. C.O.D. Company Check
3. C.O.D. Cashier's Check
4. Money Order
5. Wire Transfers
6. VISA
7. MASTERCARD
8. AMERICAN EXPRESS

International orders can be transacted using the following forms of payment in US dollars:

1. Check (drawn on US bank)
2. Prepayment
3. Wire Transfers
4. VISA
5. MASTERCARD
6. Letter of Credit (US Bank)



\*Terms are net 30 days from date of invoice. A 2% per month service charge will be added to all amounts over 30 days.

**SEALEVEL®**  
SYSTEMS INCORPORATED