



24 HOUR SHIPPING

Products available under the EC NOW Program will be shipped from ElectroCraft, Ohio (motor products) and ElectroCraft, Michigan (drive products) within 24 hours of the order being placed and the credit card can be processed and payment received. EC NOW orders received on non-business days will be processed and shipped within 24 hours of the next business day. Orders placed for products outside of the EC NOW Program will be shipped at standard lead times.

All shipping costs are extra and the responsibility of the customer, unless otherwise agreed to in writing

FOR ASSISTANCE

Orders for EC NOW products can be placed by phone, fax or email. Our standard operating hours are 8:00 am to 5:00 pm.

US (Motor Products):	+1 800.697.6715	Fax: +1 640.441.6309	Email: purchaseorders@electrocraft.com
US (Drive Products):	+1 734.662.7771	Fax: +1 734.662.3707	Email: servodrives@electrocraft.com
EMEA (except Germany)	+44 (0) 127.0580.142	Fax: +44 (0) 127.0251.240	Email: emeasales@electrocraft.com
Germany	++49 (0) 711 7272 05 0	Fax: +49 (0) 711 7272 05 44	Email: info@electrocraft.de
Asia:	+852 316.32250	Fax: +852 316.32251	Email: ecasia@electrocraft.com

INTERNATIONAL ORDERS

The EC NOW Program is currently accepting international orders. Payment for all international orders must be made through your regional ElectroCraft office or your local international distributor. International customers are responsible for all applicable duties and taxes. Standard shipping rates apply. Please contact your ElectroCraft regional sales office above or your local international distributor for more information. For an international distributor location near you, please go to <http://www.electrocraft.com/salesreps/>.

ORDER SIZE

This site can be used to place orders for no more than ten (10) pieces per part number. If you are interested in purchasing a larger quantity, please contact your ElectroCraft regional sales office above or your local distributor to purchase. For an international distributor location near you, please go to <http://www.electrocraft.com/salesreps/>.

PAYMENT METHODS

MasterCard and Visa are accepted forms of payment for all customers within the United States and Canada. Please contact the ElectroCraft US numbers above to make arrangements for payment. Payment for all international orders must be made through your regional ElectroCraft office or your local international distributor. To make a purchase using a purchase order, please contact your ElectroCraft regional sales office above or your local distributor. For an international distributor location near you, please go to <http://www.electrocraft.com/salesreps/>.

SALES TAX

Applicable tax will be added to your order total.

PRICING

All prices are quoted in US Dollars. For quotations in other currency, please contact your regional ElectroCraft office or your local international distributor. Prices are subject to change without notice.

LEAD TIMES

Holidays may affect lead times. All lead times are quoted based on orders of ten (10) pieces or less of each part number. Should you require larger quantities, please contact your ElectroCraft regional sales office above or your local distributor to purchase. For an international distributor location near you, please go to <http://www.electrocraft.com/salesreps/>.

SHIPPING

All orders are shipped UPS Ground unless otherwise specified. Standard shipping rates apply for all other shipping methods (UPS Overnight, UPS Two Day, UPS Three day, etc.).

UPS transit time applies once the product has shipped from the ElectroCraft facility from which the product is ordered. Standard transit time for UPS Ground and UPS Standard is 5-7 business days. Shipping cost is calculated using the weight and size of all products ordered and is based on the UPS model.

RETURN / CANCELLATION POLICY

Orders may be cancelled up until the time the order has shipped, by contacting Customer Service at the phone numbers above at the location from which your order was placed. After that time, you need to contact Customer Service to inquire about returning any or all of your order. All returned items are subject to a restocking fee of 25% or higher depending on the condition of the products returned. The customer will be responsible for shipping and handling of any returns.

TERMS AND CONDITIONS OF SALE

All motor, drive and integrated motor and drive products purchased under the EC NOW Program carry a 12-month limited warranty unless contractually agreed otherwise

ElectroCraft Standard Terms and Conditions apply to products purchased as part of the EC NOW Program. ElectroCraft Standard Terms and Conditions can be found at <http://www.electrocraft.com/legal/>.

This policy is subject to change without prior notice.

