

## Five ways to order

Customers are encouraged to order 1. Online, 2. Phone, 3. Fax, 4.E-Mail or 5. EDI.

### Ordering via our Web site

(U.S. customers only)

Ordering online is the fastest, most efficient way to place an order. To keep pace with technology and the needs of our customers, we're continually improving and adding new features to our Web site. At [www.fastercable.com](http://www.fastercable.com), our online store, you will see our full range of products.

New and existing customers can place orders via the Web site for direct shipment (in the USA). New customers are assigned an account after registration and must provide a credit card. Existing customers need to use their established account numbers. Your account number can be found on any statement, invoice, packing slip or other related material. If you need to verify this number, please contact customer service at 800-819-2042.

Customers must supply a valid billing AND shipping address, phone number, and email address in order for your order to be accepted. All payment is accepted in U.S. dollars only.

### E-commerce pricing

All prices reflect U.S. dollars, the only currency in which we trade. We have made every effort to match the prices of our online store with our printed catalog. In the event a price does not match, the price in the most current Price List is in effect. Also, any terms as printed in our catalog or addendum override any direct or implied terms on the Web storefront. Unit prices never include sales tax.

### Online order processing

Your order is entered into our business system automatically. You will receive an order confirmation (to the e-mail address provided) after we receive your order. In general, we ship 'in stock' parts on the day the order is entered if received before 4 p.m. EST on a business day. Drop-ship items from suppliers have earlier order deadlines for same-day shipping and this varies by product line. You will receive a shipment confirmation email stating when your order is expected to ship. FasterCable is not responsible and will not be held liable for when its suppliers lead time changes.

### Phone orders

Call us toll-free at (800) 819-2042 for our sales representatives to assist you, Monday-Friday from 9 a.m. to 7 p.m. EST. Hold times vary depending on call volume and you may be directed to voicemail.

### Fax orders

Our fax machines are available 24 hours a day, seven days a week. If you order over a weekend or on a national or company holiday, your order will not be processed until the next business day. If you use your standard company order form, be aware that our terms and conditions will still apply. Our goal is to enter all orders the same day they are received. You will receive an email confirmation of your order. Our fax number for Sales is (866)462-6978.

### E-Mail orders

E-mail orders to [customerservice@fastercable.com](mailto:customerservice@fastercable.com). You will receive an order acknowledgment via email. Occasionally, we will need to collect additional information and may contact you prior to an order acknowledgement email.

### EDI

Available on a limited basis. Call for details.

## Terms and Conditions – Ordering Options

### 1. Same-day Shipping Deadlines

In general, orders for in-stock items direct shipped from the nearest warehouse are shipped the same day if received before 3 p.m. EST, if paid with credit card or approved credit. However, there are carrier, product, destination and shipping origination (drop-ship) restrictions and exceptions that may require different order cut-off times. If your order is time-sensitive, be sure to ask for lead times. We do not accept any deviations from our terms. If your P.O. or other correspondence lists terms that are different from ours, we may process your order, but we do not accept the terms. We reserve the right to change our terms and conditions of sale at any time and without prior notice.

Our terms and conditions in effect on the day an order is accepted shall apply without deviation. If you have any questions about whether the terms and conditions in this desk reference are still in effect, please inquire at the time you place your order. All orders are subject to acceptance by us at our company headquarters.

## Security interest

We maintain a security interest in our products. That is, we reserve the right to repossess any equipment for which we have not been paid. This includes products that have already been shipped to an end customer, either individually, or as part of a machine or process.

## Taxes

We collect and remit sales tax for Nevada as well as for a few other states. Check with us to see if we collect & remit sales tax for your state. Ultimately, it is the customer's responsibility to pay appropriate tax to your state when necessary and/or if they are not collected by FasterCable. Unit pricing never includes sales tax.

## Receiving shipments

Please inspect all deliveries promptly. You must notify us within 48 hours of receipt with reported discrepancies, wrong items shipped or shortages.

## Backorders

While we constantly strive to have all products in inventory, you may order an item that is temporarily out of stock. For online customers, we show item availability on our product pages and shopping cart so that you will know if the product is available. Online, stock status is calculated at the time the Web page is generated. By the time you place your order, the displayed status may no longer be accurate. It would be advisable to check again just before order placement. If an item is not in stock, it will be placed on backorder and shipped when the item is available via the same method as the original order. We make every attempt to calculate an expected shipment date for backordered items. Expected ship date is an estimate based on the best information available at the time the items are ordered. It may be possible that the expected ship date cannot be determined if we are relying on shipping information from our vendors. Once a date is given as an anticipated ship date from our vendor please note that the dates are not guaranteed dates and FasterCable cannot be held liable if the date is not met. The information is provided for your planning purposes only. This data could change at any time before you submit your order. You may cancel a back order at any time prior to shipping (with the exception of special or customized orders) by contacting us at [customerservice@fastercable.com](mailto:customerservice@fastercable.com) or by calling 800-819-2042.

## Changes to orders

Our highly automated order system has a very short time span (usually minutes) in which to make any changes. Once your order has entered the processing cycle, it is possible that changes cannot be made. If you need to make a change, please call Sales immediately; do not rely on an email request. Sales will assist if possible, but please understand they are not able to help in all cases.

## Purchase orders

We do not require confirming P.O.s for telephone orders, but if your company policy requires it, please make sure it is clearly labeled as a confirming purchase order. Please remember, only our terms and conditions will apply.

## Business hours

Monday — Friday • 9 a.m. — 7 p.m. EST

Of course, our Web site, fax machine, phone mail and e-mail systems never sleep, so please feel free to order online, fax an order or leave a message at any time.

## Orders processed

If you are placing an online order, and there are no credit or shipping issues, the order will be processed as soon as it is received into the business system. For faxed or emailed orders, our goal is to enter all orders the same business day they are received. Orders faxed and e-mailed overnight, on weekends and on national and company holidays will be entered the next business day. Please note that new customer orders may require verification and payment information that could result in a delay in processing.

## Terms and Conditions of Sale

Mail:

FasterCable, Inc.

P.O. Box 95937

Las Vegas, NV 89193-5937

Remit to:  
FasterCable, Inc.  
P.O. Box 95937  
Las Vegas, NV 89193-5937

Phone:  
800-819-2042

Fax:  
866-462-6978

Web site:  
[www.fastercable.com](http://www.fastercable.com)

## Shipping carriers

FasterCable's preferred & default shipping method for packages under 70 lbs. All shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number. Orders requesting the use of customer shipping accounts are only accepted for shipment via UPS, FedEx and certain LTL companies. Any LTL freight charges, where applicable, are added to your invoice.

## Shipping methods

Below is a summary of all shipping methods that apply to the continental U.S. only. Note that not all services are available for all orders, addresses or areas. For full details and restrictions for your destination, see the relevant Shipping Notes in the full Terms and Conditions document online.

- UPS Ground - delivery time within 1 to 5 days depending on shipping location.
- UPS Blue 2-day - Delivery by the end of the second business day. Some locations in Alaska and Hawaii require additional transit time
- UPS Next Day Air - Next business day delivery by 10:30 a.m., 12:00 noon, or end of day, depending on destination.
- UPS Next Day Air Saver –
  - Commercial Destinations:  
Next business day delivery by 3:00 or 4:30 p.m. where UPS Next Day Air<sup>®</sup> delivery is committed by 10:30 a.m. or 12:00 noon, respectively
  - Residential Destinations:  
Next business day delivery by end of day
- FedEx – used at the request of the customer. Check [www.fedex.com](http://www.fedex.com) for transit times.

For specific questions as to whether a particular service is available to your address, and for complete details, please email [CustomerService@fastercable.com](mailto:CustomerService@fastercable.com).

### Other Notes:

If you require your order to be shipped via FedEx or DHL, you will need to supply your FedEx or DHL account number. Only FedEx-defined shipping methods are available when requesting FedEx shipping. We do not guarantee delivery times of the carriers. FasterCable is not responsible for carrier delays due to weather, mechanical failures or other issues.

We do not ship orders COD; however, we do offer prepayment by credit card, EFT (with charges) or check (3-5 day delay in shipping until check clears). We do not ship on Saturday, Sunday or on national or company holidays.

## Orders shipped

After receipt of your order, all ground and air orders entered before the shipping deadline will generally be shipped the same day. Direct shipped items from the manufacturer may have longer lead times. Backorders will automatically ship via the same method as original shipment when the product is in stock. Note, in order to receive same-day shipping, you must be paying via credit card or have an established credit account in good standing. EFTs can be delayed due to bank processing time. If your credit card is declined for the order amount, your established account goes over your limit, or a payment is past due, your order may be delayed. Please contact our Accounting department to resolve any issues. Call 702-456-8900 or 800-819-2042, 10 a.m. to 7 p.m. EST, or email us at [accounting@fastercable.com](mailto:accounting@fastercable.com) for assistance.

## Insurance

Because we ship FOB origination within the U.S., the risk of loss transfers to the customer when we deliver the goods to the carrier. Insurance is available at your expense to insure against loss or unusual damage over \$100 (included with UPS shipments). You must request insurance at the time of the order. For online shipments, request in the notes. Insurance is not automatically included in the shipping charges. Your Sales Representative can calculate the cost of insurance at the time you place your order. If you choose to purchase insurance, the charges will be added to your invoice. If the liability under LTL companies covers the value of our products then additional insurance may not be necessary or available. Insurance option must be included in the notes section online.

## Tracking Shipments

Tracking numbers are generated and available soon after we invoice your order from our facility. Tracking from drop shipment may be requested by calling or emailing your Sales Rep. The order cannot be tracked until the carrier has initially scanned the package at their facility. You may track your order online by clicking on the tracking number on the invoice under your account information.

## Export Regulations

FasterCable ships/exports its products in accordance with U.S. law. Diversion by FasterCable customers contrary to U.S. law is prohibited. To obtain more information on countries and parties prohibited for export, please visit: <http://www.bis.doc.gov/complianceand enforcement/liststocheck.htm>

## Concerns

If you think your shipment is past due or incomplete, please consider these items before you call to check on the order:

- Allow ample time for delivery. Some carriers schedule multiple deliveries. Track your order online (see instructions above)
- Check with your receiving department. We have received many calls where the receiving department failed to deliver the package or notify the recipient.
- Check the package for any small items. They can easily get buried in packing material.
- Please inspect all deliveries promptly. You must notify us within 48 hours of receipt with reported discrepancies or shortages.

## Other notes on shipping and delivery

The following are surcharges for specific situations:

- Fuel surcharges apply; these are charged by the carrier and are added to any shipping charges on invoice.
- Extended delivery area surcharges (locations considered remote).

Other notes/guidelines/restrictions on delivery times:

- All shipments are subject to stock availability.
- We do not guarantee delivery times of the carriers.
- FasterCable is not responsible for carrier delays due to weather, mechanical failures or other issues.
- Due to shipper restrictions, we cannot ship to P.O. boxes.
- All air services vary by zip code. Check delivery services for your area before ordering.

## Credit account purchase orders

We accept purchase orders (P.O.) from customers with approved accounts. Credit is verified with references that need to respond to our requests before credit can be established. You can fax the signed credit application found on [www.fastercable.com](http://www.fastercable.com) to Accounting's credit department (866-462-6978). Orders from customers who have not established credit must be paid using any of our accepted credit cards or EFT (charges will apply). Accounts will be approved at the sole discretion of FasterCable management.

## Credit account terms

Our credit account terms are Net 30 days. We invoice on the day of shipment. Our shipping terms are FOB Shipping Point with freight prepaid and added to the invoice. Any applicable LTL freight charges may be added when determined. UPS and FedEx orders can be charged to your own account by supplying your account number at the time the order is placed. All accounts are payable in full within 30 days of the date of invoice. 'Paid when paid' is not an acceptable term of payment. We will not deviate from the Net 30 terms. Fastercable reserves its right to decline credit account terms if a customer pays later than its agreed upon standard Net 30 days terms.

If your account has been inactive for 12 months or longer, your credit line will need to be reinstated. Please allow a minimum of two business days to verify credit information. Credit is verified with references that need to respond to our requests before credit can be re-established.

You can help us to continue offering our great prices and outstanding technical support by keeping your account balance current. Any account over 30 days past due is subject to interest charges of 1.5 percent per month (18% APR) on the unpaid balance where allowable by law, as well as attorney's fees, court costs, and other costs of collections.

In the event a check is returned to us by our bank, a \$25 fee will be added to your account. Credit accounts may be suspended at any time.

Remittance Address:  
FasterCable, Inc.  
P.O. Box 95937  
Las Vegas, NV 89193

## Credit cards

We accept several major credit cards (must be issued through U.S. banks)

- VISA
- MasterCard
- American Express
- Discover

We must approve all credit card orders prior to shipment. Our response can sometimes depend on the credit card verification process, so make sure you have your order in prior to 6 p.m. EST for same-day shipment. (See Shipping Deadlines for complete details at [www.fastercable.com](http://www.fastercable.com)). If for some reason there's a problem, we will call or e-mail you to advise you of the problem, which will help minimize delay. Credit card issues on orders placed late in the day may delay your order if we are unable to contact you.

## EFT (Electronic Funds Transfer)

EFT's will make payment by drawing directly on funds from a bank account. Supply the sales associate (if ordering by phone) or enter at checkout (if ordering online), your bank routing number, bank account number, check number, and other required information. We will draw the funds directly from your account for the order payment. If you have a preapproved account, we will ship your order immediately upon receipt, otherwise your order will ship upon receipt of the EFT funds from your bank.

You can also pay open invoices online via EFT. Contact [accounting@fastercable.com](mailto:accounting@fastercable.com) to request this option.

## Terms and conditions

Our terms and conditions apply to all orders. We do not accept any deviations from these terms.

## Invoicing options

Invoicing options are mail, e-mail or direct access from your personal "Account Information" on our Web site. Please choose one of these options at the time of your first order. By default, the option is set to "mail". Invoices by e-mail are sent in Adobe PDF format. If your e-mail program includes a spam filter that does not accept these types of files, you may want to choose an option other than e-mail to receive invoices. Please be sure to fill out your Accounts Payable e-mail address in the billing address section of the credit application. If you require more than 1 copy of your paper invoice, you must request this from your sales rep.

## 30-day returns

We offer a 30-day return for credit as of the ship date. Products must be returned in the original boxes in like-new condition. See "Guidelines for Returns" for complete details on how to return a product under the 30-day credit return policy. Products returned outside the 30-day policy will be subject to restocking fees. FasterCable's standard policy is that all customers are responsible for freight charges to FasterCable when returning products.

## Warranty

All FasterCable products carry the manufacturer's warranty against defects in materials and workmanship. If a product proves defective in materials or workmanship within one year from the date of purchase, we will work with the manufacturer to resolve the issue. The replacement is your exclusive remedy and our sole obligation for any breach of warranty, except that, if, after a reasonable number of attempts, we are unable to provide you a product that meets

the above warranty, we will issue a credit the purchase price for that product, at our discretion. Products returned under warranty (after 30 days) may be replaced with refurbished or remanufactured goods. FasterCable's standard policy is that all customers are responsible for freight charges to FasterCable when returning products under the warranty return policy.

Some products may carry a longer warranty term as specified in this catalog and in our online store. Except for the longer term, these same provisions apply to such warranties.

EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY SECTION, WE MAKE NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO ANY PRODUCT, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE AND WE HEREBY DISCLAIM SAME.

In no event will we be liable, whether in contract, tort or under any other legal theory, for lost profits or revenues, loss of use or similar economic loss, for any indirect, special, incidental, consequential, punitive or similar damages arising out of or in connection with any products (including non-conforming products), or for any third-party claims against you relating to the products, even if we have been advised of the possibility of such claim. In no event will our monetary liability (whether in contract, tort or under any other legal theory) in respect of any product exceed the purchase price that you paid to us for it. This warranty will be void if product date codes or serial numbers are removed or defaced. Of course, warranties also do not apply to products that have been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized repair, misuse, neglect, accident, alteration, improper installation or other acts which are not our fault, including damage caused in shipping. Our warranty also does not apply to any product that has been damaged by external causes such as fire, flood, sand, dirt, lightning, exposure to weather, acts of God, battery leakage, theft, blown fuses, improper use of any electrical source or connection to product not recommended in writing for interconnection by us. To minimize the risk of potential safety problems, you should follow all applicable local and national codes that regulate the installation and operation of your equipment. These codes vary from area to area and usually change with time. It is your responsibility to determine which codes should be followed, and to verify that the equipment, installation and operation is in compliance with the latest revision of these codes. At a minimum, you should follow all applicable sections of the National Fire Code, National Electrical Code, and the codes of the National Electrical Manufacturers Association (NEMA). There may be local regulatory or government offices that can also help determine which codes and standards are necessary for safe installation and operation. Equipment damage or serious injury to personnel can result from the failure to follow all applicable codes and standards. We do not assume any responsibility for your product design, installation or operation. Our products are not fault-tolerant and are not designed, manufactured or intended for use or resale as on-line control equipment in hazardous environments requiring fail-safe performance, such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, direct life support machines, or weapons systems, in which the failure of the product could lead directly to death, personal injury or severe physical or environmental damage. The full catalog desk reference contains many specifications, wiring diagrams and other types of information related to the various product offerings. However, under no circumstances should you use this document for installation, operation or troubleshooting of any equipment. Always consult the appropriate product documentation prior to using the equipment. If you have any questions concerning the installation or operation of this equipment, or if you need additional information, please call for assistance.

## Guidelines for Returning Products

Please call one of our Return Authorization (RA) representatives for an RA number before returning any products to us. Please note that we cannot accept products that you purchased from one of our Value Added Resellers (VARs) or any other third party. Please contact the VAR from whom you purchased when seeking potential replacement, repair or credit. Please note that all Special-Order items are NCNR / non-cancelable and non-returnable. Special-order items are any items that FasterCable does not normally stock in its warehouses. This includes any and all special-make items that are not common off-the-shelf items. Even though the item(s) may be in a catalog that FasterCable supplies does not mean that it's a standard stocked item(s). FasterCable does not stock every item its manufacturers and vendors sell.

Returns must be requested within 30 days of the shipping date.

Returns that are in new condition, no writing on the box will be issued a credit. No refunds will be issued. Credits are good for 1 year.

Standard policy is that all customers are responsible for freight charges when returning product. The following guidelines apply to authorized returns for products under warranty (our warranty information is described by the manufacturer):

1. Once you have contacted FasterCable to request your RA, it will be faxed/e-mailed to you. A copy will act as the packing slip and must be included with the return.
2. In the return box, include all documentation, cables and other components included with the original parts shipment.
3. Write the RA number on the outside of the shipping box, not the product box.

4. Unless otherwise specified, please return the parts to FasterCable, 3325 W. Ali Baba, Ste. 616, Las Vegas, NV 89118.
5. If you are issued an RA for a potentially defective product, you, the customer, are responsible for freight charges, and that the shipment arrives safely and undamaged. We highly recommend that you insure the shipment for the full cost of replacing the product.
6. See "Limits of Liability" below
7. Shipments that do not follow the above procedures may be returned to sender or restocking and refurbishing charges may be incurred at the current cost of FasterCable's parts and labor.

## Limits of Liability

A return authorization number does not guarantee a credit or replacement. If a credit is initially issued and the manufacturer of the product finds the problem to be due to "customer abuse," the credit will be reversed and you will be notified of such action.

FasterCable will accept no responsibility nor issue credit for packages damaged in transit for any reason. It is your responsibility to assure that the product is properly packaged for shipment.

Freight charges are your responsibility and we highly recommend that you insure the item, at your expense, for the amount of the potential credit that you are seeking.

## Online Return Request Instructions

1. After you have logged in to your FasterCable account, visit our Returns page and choose appropriate return reason. Guest users can make the request using the "Request an RMA" link under the "My Account" menu.
2. You'll see a list of your orders which fall within the selected return window. Choose the order which contains the items you wish to return.
3. Verify your contact information, scan the list of items from your order, and enter the quantities you need to return. Then "Submit" the return.  
The Returns Team will look over your return request, and if everything checks out, the necessary paperwork and instructions will be sent to you immediately.