



# ORDERING INFORMATION

## General Information

- Orders are normally shipped within 1 to 3 working days unless items are out of stock.
- Because of processing costs, overpayments of less than \$1.00 cannot be refunded.

## USA Orders

- **Shipping**
  - Orders will be shipped by surface shipping unless otherwise requested.
  - Orders are shipped via UPS unless not available or otherwise requested. UPS does not ship to PO boxes.
- **Shipping Charges** - Shipping charges are paid by the customer. Shipping charges may include insurance fees and oversize box charges depending on merchandise ordered. Shipping charges will never include a markup or extra profit.
- **Payment** - Payment may be made by credit card, check, or money order. We encourage payment by credit card. COD orders are no longer accepted.
- **Credit Cards** - Credit card payments are by Master Card or VISA. Please supply the cardholder's name, telephone number, card number, and expiration date.
- **Check or money order** - These payments must include an additional amount, as listed below, to cover shipping. Excess amount over actual shipping charges will be refunded. Underpayment of shipping charges will delay the order. We encourage payment by credit card which allows charging exact shipping charges.
  - Surface Shipments - Add 25% of order value.
  - Air Shipments - Add 50% of order value. Six foot rail lengths cannot be shipped by air.
- **Sales Tax** - Missouri residents must add sales tax of 6.85% of merchandise total.

## International Orders

- **Shipping**
  - Orders are shipped via U.S. postal mail unless otherwise requested.
  - Orders will be shipped by air only. The U.S. Postal System, along with each country's postal system, have discontinued surface shipments on international shipments.
  - Six foot rail lengths cannot be shipped by air.
- **Shipping Charges** - Shipping charges must be prepaid by customer (see below). Shipping charges may include insurance fees and oversize box charges depending on merchandise ordered. Shipping charges will never include a markup or extra profit.
- **Payment** - Payment may be made by credit card, check, or money order. We encourage payment by credit card which is the easiest, fastest, and least expensive method of payment.
- **Credit Cards** - Credit card payments are by Master Card or VISA. Please supply the cardholder's name, telephone number, card number, and expiration date.
- **Check or money order**
  - These payments must be in US dollars by bank draft or money order drawn from a US bank or US bank branch. Bank drafts must have bank's coded transit number along bottom edge. Payments not meeting these requirements cannot be accepted since substantial collection fees will be charged by the banks involved.
  - These payments must include an additional amount of 70% of order value to cover air shipping. Excess amount over actual shipping charges will be refunded. Underpayment of shipping charges will delay the order. We encourage payment by credit card which allows charging exact shipping charges.

## Damaged Shipments

- Shipments received severely damaged should be refused. For other damaged shipments contact your local UPS center (if shipped UPS) and notify Micro Engineering.

## Returns

- Merchandise returned for exchange or refund must be returned at customer's expense within 30 days of purchase. A handling fee of \$5.00 is charged on returned items.

## Returned Checks

- A handling fee of \$15.00 will be charged for any check returned unpaid by our bank.