



Special Information

Orders: In order to properly process your orders, it's best if we receive a signed purchase order that includes the specific model or part numbers and also shows the List Price from the current pricing schedule. Of course, "specials" that don't appear in the price book will be priced by our staff. Orders may be faxed, mailed or sent by email. Prices will not be available through our website.

Volume Discounts: CSI offers special discounts for volume buyers. Blanket order programs are also available. Please contact your CSI sales representative for details.

Payment Terms: Net thirty (30) days from the date of invoice. Finance charges may apply to invoices paid after the 30 day period.

Freight Policy: Orders of "In-stock" Control Panels, Alarms or Accessories in excess of \$2,000 invoice NET will be shipped Prepaid within the 48 States. Certain level alarm models may also qualify for Prepaid freight. Consult the factory for qualifying quantities. Orders are shipped "best way" and generally include common carriers, UPS or DHL. In the event you need overnight or second day service, the carrier will generally be UPS, DHL or FED EX. In such cases, the shipping & handling costs will be added to the invoice. Shipping charges for all other product orders will be added to the invoice. Parts shipped by themselves do NOT qualify for Prepaid freight -- only when they are shipped along with other freight-qualifying products.

Warranty Policy: CSI offers a liberal warranty on finished products of 12 months from the date of installation or 18 months from the date of manufacture, which ever comes first. See the "Limited" Warranty statement included in the catalog for complete details.

Return Policy: In some cases, CSI may allow the return of a certain item(s). Returns are limited to current production items that have not been installed and are in original packaging. The standard restocking charge for such returns is a minimum of 20%. Before returning any item(s) for credit, please contact CSI for permission. If approved, an "Authorization for Return of Goods/Materials" form will be sent to you for inclusion with the return. The return authorization number must appear on all cartons and sent Prepaid to CSI.

CO-OP Allowance: CSI may offer a cooperative advertising allowance to volume customers for special programs. Please contact your CSI sales representative for details.