



Electri-Cable Assemblies (ECA) Policies

Guarantee

ECA stands behind the quality of all the products we manufacture. If at any time you are not fully satisfied with your purchase please contact us. We will work with you to resolve the concern and if we cannot satisfy you we will provide you with a credit or refund. Custom product configurations and telecom plates are excluded.

Return Policy

We accept back new standard Quick Ship items shipped within 30 days (all custom-made items and telecom plates are excluded) with a 25% restocking fee. Contact our customer service department before shipping items back for a Return Authorization Number. Products being returned must be packed well and securely to arrive back here in undamaged, resalable condition within 30 days of RMA being issued. When possible, please insert a copy of your original invoice or packing slip inside the box and reference the RMA number on the outside of the box. Please be sure to include all original accessories to assure proper credit.

Privacy Policy

ECA knows that you care how information about you is used and shared and we are committed to protecting your privacy. We do not rent or sell any of your customer's information to third parties. All information is held in strict confidence. The following details our Privacy Policy. We reserve the right at any time to modify or update our policy. By visiting our website, you are accepting the practices described in this Privacy Notice.

What Personal Information about Customers does ECA collect and how do we Use it?

- We receive and collect only the domain name and the information supplied to access the E-commerce section of our site. This includes any account information you provide such as name, user name, email address and phone number along with whatever billing and shipping address you provide. We also store your order history and wish list to make future shopping visits more convenient. We also collect general statistical information volunteered by the consumer such as survey information or information provided by you for our opt in email newsletter or mailing lists.
- We have an opt in newsletter which allows us to notify you of new product information or changes you our site. We will not add you to the list unless you request these notifications. If at any time you decide you do not wish to receive these communications you can contact us at customerservice@electri-cable.com and we will remove you from our list.

How Secure is the Information we collect?

We work to protect the security of your information in our shopping cart during transmission by using industry-standard Secure Sockets Layer (SSL), which encrypts information you input before it is sent to us.



What about Cookies?

- Cookies are alphanumeric identifies that we transfer to your computer's hard drive through your Web browser to enable our systems to recognize your browser type and store items in your Shopping Car between visits. Most web browsers automatically accept cookies but you can usually turn your browsers off to prevent that.

Updating Your Information and Contacting Us

We encourage our customers to provide us with the most current contact information. Below are several options for correcting, updating or otherwise modifying information you have previously given:

1. You may email us at: customerservice@electri-cable.com
2. You may call us toll-free at: 800.521.3175 (or 203.924.6617 for international customers)
3. You may fax correspondence to: 203.924.6687.
4. You may send mail to the following postal mail address: Electri-Cable Assemblies Inc. 10 Mountain View Drive, Shelton CT, 06484

Shipping and Delivery

ECA's lead time varies by product. While many of our products are offered on Quick Ship and will ship within 48 hours, there are others that can take longer. Estimated lead time will be noted by product on the site. Customer service will contact you if your order requires more time to process. We ship via UPS – unless you specify another carrier or the order is large and can be shipped more economically via truck.

Currently, orders processed through the website will ship standard via UPS Ground service within the Continental U.S. Selections for UPS Air Service are also available and are only used if selected by the customer. For urgent or larger orders, please contact our customer service department at 800 521-3175 to arrange a cost effective method of transportation for your order.

Freight charges are based on the weight of your order, shipping zone in the continental US and an added handling fee. Additional charges may apply to items that require special packaging, are oversized or heavyweight, or require special handling by the carrier.

Large items or quantity orders may ship by truck.

Freight charges will be prepaid and added to your invoice.

Customer Service Hours

Contact us from Monday through Friday 8:00am to 5:00pm, Eastern Standard Time.

Resale Orders

All shipments to the following states are subject to state sales tax: **California, Colorado, Connecticut, Florida, Georgia, Illinois, Kansas, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Jersey, New York, Ohio, Texas, and Washington**. Clients holding valid Resale Certificates, and who are purchasing with the intent of reselling our products, are tax exempt and should send their tax exemption certificate to accounting@electri-cable.com to be store on file.



Price Quotations and Custom Orders

Items custom-made to your exact specifications require a 50% deposit upon order placement and are not returnable. Please contact us directly to discuss custom items and obtain a pricing proposal.

Blanket Orders

We provide opportunities for quantity discounts based on blanket purchase orders which can be arranged with shipments occurring over a 6-12 month period. Please call to arrange pricing and terms.

Product Finishes

Although we do our best to provide color photographs that are representative of our finishes, some products and color swatches shown on this website may not exactly match the actual color of the product. If you need to confirm a color, please call and we will send a color sample for approval.

Specification/Installation Drawings

The specification/installation drawings are provided to help give dimensions and installation guidelines for our products. If you need a dimension not shown, or more specific information, please contact our customer service department for help.

Terms

We accept VISA, MasterCard, Discover and American Express. Net terms may be established, please request our credit application.