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Security and Privacy

Phidgets Inc. pledges a safe and worry-free shopping experience. On the checkout page at where you enter your credit card information, you will notice either a solid key or a locked padlock icon in the lower right of your browser window. If one of these icons does not appear, please contact us directly to complete your purchase. These icons tell you that the page you are on is secure. We use Secure Sockets Layer (SSL 128-bit) technology with a digital certificate by GeoTrust, Inc. for Internet security to protect your personal information. This encryption makes it impossible for anyone to read your information in transit. We do not store your credit information and it is deleted once it has been securely transmitted to Moneris for processing.

You can elect to save your shipping and billing addresses for your own convenience. If you do not specifically request to store this information, it is deleted once your order is submitted and processed.

We use your e-mail address to let you know your shipment's tracking number. We do not sell, rent or give any of your personal information to any unrelated third parties with the exception of Moneris for authorizing credit card payments and the Courier company to let them know where to deliver the shipment.

If you have any questions or concerns about our Security and Privacy policy, call us at 1.403.282.7335 or e-mail us at support@phidgets.com

Shipping Policy

Last Call at 1:00 PM

Most orders received before 1:00 PM Mountain Time - Canada (GMT-07:00) Monday to Friday will be shipped on the same day.

Carriers

We ship via UPS Express Saver™ and UPS Worldwide Express Saver™; all our shipments are tracked and fully insured for the value of the invoice.

Shipping Costs

The shipping cost is calculated in the shopping cart and submitted for your review before you confirm your order.

If you have your own account with DHL, UPS, FedEx, or TNT, you can use it and be billed directly by them. Please note that the amount they will bill you will be different from the one we calculated. All shipments sent under your own courier account are insured for the value of the invoice.

We reserve the right to change the shipping cost of orders prior to shipment in order to reflect any changes in shipping costs due to system errors, miscalculated weights, locations or distances, or any other reason, which may affect the actual shipping cost. You will be contacted and informed of any cost changes and will have the choice of accepting or canceling the order for a full refund.

Delivery times

Shipments within Canada

UPS Express Saver is a guaranteed overnight delivery by 12 noon. It offers all the advantages of express overnight service, with service to most metropolitan areas by 12 noon the next business day. Saturday Delivery by 1:30 p.m. is also available to certain destinations, if requested (additional charges apply).

Shipments to the United States

UPS offers a guaranteed overnight, customs-cleared delivery service to most U.S. metropolitan areas by the end of the next business day.

Shipments to Mexico

Dutiable shipments are guaranteed by the end of the second business day.

International Shipments

Delivery is guaranteed by the end of the second business day to most destinations in Europe and Latin America and select destinations in Asia and to most other destinations by the end of the third business day.

Import Duties and taxes on International Shipments

Goods shipped to an international destination may be subject to import duties and taxes, which are levied once the goods reach your country. Additional charges for customs clearance must be borne by you; we have no control over these charges and cannot predict what they may be. Since customs policies vary widely from country to country, you should contact your local customs office for further information.

Tracking your order

You can track your shipment by going to www.UPS.ca and using the tracking number that was e-mailed to you when your order shipped.

Damaged or Lost Shipment

Shipping Prepaid

Report all damaged or lost shipments to orders@phidgets.com and include your order number.

According to UPS, in order to be considered lost, a package must be undelivered 24 hours after the expected delivery date and time. Before contacting us, check your shipment status at ups.ca.

Damaged or lost items will be replaced at no charge (including shipping costs).

Shipping Collect

If you are shipping under your own account, you must notify your courier. If your courier confirms that they have lost your shipment, you must repurchase the lost or damaged products from Phidgets and file a claim with your courier in order to get reimbursed.

How to ship by DHL on your customer account

You must use DHL's Import Express Online.

To find out how to register for this service consult your country's DHL web site or talk to your DHL agent.

When filling out the Shipper details please use the following:

Phidgets inc.

Shipping Department

#1 6115 4th Street S.E.

Calgary, AB

Canada T2H 2H9

Phone: 403 282 7335

E-mail: orders@phidgets.com

When entering the Shipment details, make sure that you select "**I want to protect the shipments value for the declared value**" to allow us to properly insure your shipment.

Note: Your order will not ship until we receive instructions from Import Express to complete the shipping request.

If you have any questions, send us an E-mail at orders@phidgets.com or call us at 403.282.7335

Product Warranty

All Phidgets products are warranted to be free of defects in material or workmanship under normal use and service for a period of one year from the date of shipment. This warranty does not include damage resulting from accident or misuse. The warranty is also void if the product is modified.

This warranty is in lieu of all other warranties expressed or implied including the implied warranties of merchantability of fitness for a particular purpose, whether arising by law, custom or conduct, and the rights and remedies provided under this warranty are exclusive and in lieu of any other rights or remedies. In no event shall Phidgets Incorporated be liable for consequential damages.

If you believe that your product is defective while still under warranty, contact Phidgets by e-mail at support@phidgets.com, or by phone at 1-403-282-7335. Once the support desk confirms that the product is defective, we will issue you an RMA number and will replace your defective product.

Product Returns

All returns must be authorized by Phidgets Inc.

Contact support@phidgets.com or call 1- 403.282.7335 for a Return Authorization Number. Write the RMA number on the outside of the package. Any merchandise returned without a RMA number will be rejected.

Unopened Product

Phidgets will take back any unopened product for a period of 30 days from the date of purchase. Just call or e-mail us for a RMA number and ship the product back to Phidgets prepaid and we will refund your credit card as soon as we receive and inspect the returned goods.

Products that are returned after 30 to 90 days are subject to a 25% re-stocking charge (minimum \$5.00).

We do not accept returns after 90 days.

Product under Warranty

All Phidgets products are warranted to be free of defects in material or workmanship under normal use and service for a period of one year from the purchase date. This warranty does not include damage resulting from accident or misuse. The warranty is also void if the product has been modified.

If you believe that your product is defective while still under warranty, contact Phidgets at support@phidgets.com, or call 1- 403.282.7335. Once the support desk confirms that the product is defective, you will be given a RMA number and we will replace the defective product.

We shipped the wrong product

Contact us at support@phidgets.com, or call 1- 403.282.7335. We will give you an RMA number and send you the right product immediately. We will pay all shipping charges.

Payment Terms

Credit Cards Visa, MasterCard

PayPal PayPal is accepted. There are no extra fees for using Paypal.

Wire Transfers Wire transfers are only accepted for orders over \$1,000 (excluding shipping charges).

Any fees charged by the sending bank are your responsibility. Please make sure that the amount sent to us covers both our invoice and your bank fees.

Products are not shipped until the money is deposited in our bank account.

We recommend that you e-mail orders@phidgets.com with the amount of the transfer and the invoice you are paying.

Wire Transfer Information

Wire transfers are only accepted for orders over \$1,000 (excluding shipping charges).

Please e-mail orders@phidgets.com when a wire transfer has been sent; let us know the amount of the transfer and which invoice(s) you are paying.

Any fees charged by the sending bank are your responsibility. Please make sure that the amount sent to us covers both our invoice(s) and your bank fees.

If you have any questions call us at 403.282.7335, send us a fax at 403.282.7332, or e-mail us at orders@phidgets.com.

Here is the information that you must provide your bank to transfer canadian funds to our bank account.

| Transfers in CANADIAN CURRENCY | |
|---------------------------------------|---|
| Swift Code: | ATBRCA6EXXX |
| Bank Name: | ATB Financial |
| Branch Address | 232 2 Avenue West Hanna, AB, Canada T0J 1P0 |
| Branch Transit: | 08229 |
| Institution: | 0219 |
| Beneficiary Account Number: | 1084119-24 |
| Beneficiary Name: | Phidgets Inc. |
| Beneficiary Address | #1 6115 4th St. S.E. Calgary, AB, Canada T2H 2H9 |
| Bank Phone: | 403.854.4404 |

Here is the information that you must provide your bank to transfer U.S. funds to our bank account.

| Transfer in U.S. CURRENCY | |
|----------------------------------|---|
| Swift Code: | ATBRCA6EXXX |
| Bank Name: | ATB Financial |
| Branch Address | 232 2 Avenue West Hanna, AB, Canada T0J 1P0 |
| Branch Transit: | 08229 |
| Institution: | 0219 |
| Beneficiary Account Number: | 1084119-80 |
| Beneficiary Name: | Phidgets Inc. |
| Beneficiary Address | #1 6115 4th St. S.E. Calgary, AB, Canada T2H 2H9 |
| Bank Phone: | 403.854.4404 |

If your bank cannot transfer U.S. funds directly to our bank, they will use a correspondent bank that can receive and handle the wire transfer on Phidgets behalf. Here is the correspondent bank information.

| Transfer in U.S. CURRENCY - Correspondent Bank Information | |
|---|---|
| Pay to: | Bank of America N.A. New York |
| Swift Code: | BOFAUS3N or ABA - 026009593 |
| Account with Institution | A/C 1233235276, Alberta Treasury Branches (ATB Financial) |