

# How to Order from Mouser Electronics

## Online Ordering:

**mouser.com**

- Over 2 Million Products Online
- 5.8 Million Data Sheets Online
- EZ Online Ordering, BOM Import Tool
- Order History, Cart Sharing
- Live Chat



## Europe Branch Locations

<b>Germany:</b>	Ganghoferstrasse 34 82216 Maisach-Gernlinden Germany <b>Phone:</b> +49 (0)8142 65279 10 <b>Fax:</b> +49 (0)8142 65279 20 <b>Email:</b> munich@mouser.com
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## Other Mouser Branch Locations

<b>China:</b>	+86 (21) 6360-6111	shanghai@mouser.com
<b>Hong Kong:</b>	+852 3101-4700	hongkong@mouser.com
<b>Singapore:</b>	+65 6788-9233	singapore@mouser.com
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Texas:	+1 (817) 804-3888	sales@mouser.com
California:	+1 (619) 449-2222	sales@mouser.com
New Jersey:	+1 (973) 448-0050	sales@mouser.com
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<b>Mexico:</b>	+52 33 3612 7301	mexicosales@mouser.com

## New Product Announcements

Sign up for Mouser's e-newsletter!

- Hot NEW Products!
- Hot NEW Technologies!
- Hot NEW Information!

Go to our website at [mouser.com/enews](http://mouser.com/enews)

## Non-Catalogue Items

Can't find exactly what you need?  
Mouser has over **OVER 2 MILLION** products available online at [mouser.com](http://mouser.com) for easy purchase!

## Who Can Order?

Mouser customers include businesses, schools, agencies, and individuals.

## NO Minimum Order!

There are NO minimum order requirements for products in this catalogue.

## Scheduled Orders

We will schedule shipments to you up to one year in advance. Each item must be ordered for release in standard pack quantities only, minimum per release shipment.

## Backorders

We stock all products listed in our catalogue. If our inventory is depleted on a specific item, we will backorder and ship as soon as it is available.

## Rapid Delivery

Rapid delivery on all FedEx, UPS, and other Air services are available on most orders received.

You will be notified for any reason if your order cannot ship the same day.

## Shipping Costs

Now offering reduced international flat-rate shipping with no handling fees to most countries. To estimate your freight charges, go to our website at [mouser.com/EstimateShipping](http://mouser.com/EstimateShipping)

## Backorder Shipping

If more than one shipment is necessary to complete your order, backorders will ship with reduced flat rates. To estimate your backorder charges, go to our website at [mouser.com/EstimateShipping](http://mouser.com/EstimateShipping)

## Export Policy

Mouser exports to over 170 countries. Visit [mouser.com/saleterms](http://mouser.com/saleterms) for details and restrictions.

## Credit Terms

Net 30 is available to businesses, schools, and agencies. Also available for same-day shipment, even on first orders. Shipping costs are added to your invoice.

## Credit Cards

Major credit cards, all purchasing, and major bank debit cards are accepted. Shipping costs are added to your invoice.



VISA



MASTERCARD



AMERICAN EXPRESS

## Prepaid

Check or international money order. To estimate your freight charges, go to our website at [mouser.com/EstimateShipping](http://mouser.com/EstimateShipping)

## Wire Transfers / EFT

Go to [mouser.com/Help](http://mouser.com/Help)  
See Payment Information.

## Incorrect Orders

Please notify a Mouser Service Representative of any incorrect order within 30 days of ship date. We will immediately correct any error.

## Returns

Please contact a Mouser Service Representative to obtain a return authorization number. Returns are normally accepted when completed within 30 days of ship date. (90 days if product is defective.)

## Return Address

All returns must be shipped to:  
Mouser Electronics  
1000 North Main Street  
Mansfield, TX 76063, USA

## Mouser's Limited Warranty

Mouser agrees to transfer to Customer whatever transferable warranties Mouser receives from the manufacturer of products sold to Customer. Mouser makes no other warranty, express or implied, with respect to the Products. **IN PARTICULAR, MOUSER MAKES NO WARRANTY RESPECTING THE MERCHANTABILITY OF THE PRODUCTS OR THEIR SUITABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR USE OR RESPECTING INFRINGEMENT.**

Mouser's liability arising out of any sale of products to Customer is expressly limited to either:

- (1) Refund of the purchase price paid by Customer for such products (without interest), or
- (2) Repair and/or replacement of such products, at Mouser's election, and such remedies shall be exclusive and in lieu of all others. Customer must notify Mouser within 90 days from date of shipment of any defective product. This warranty is in lieu of any and all other warranties, whether oral, written, expressed, implied, or statutory. Implied warranties of fitness for a particular purpose and merchantability are specifically excluded and shall not apply. Customer's obligations and Mouser's remedies, with respect to defective or nonconforming products, are solely and exclusively as stated herein. Further, no warranty will apply if the Product has been subject to misuse, static discharge, neglect, accident or modification, or has been soldered or altered in any way.

## Limitation of Liability

In no event shall Mouser be liable for any special, incidental or consequential damages of any nature including, but not limited to, damages resulting from loss of profit or revenue, recall costs, claims for service interruptions or failure to supply downtime, testing, installations or removal costs, costs of substitute products, property damage, personal injury, death or legal expenses.

Customer's recovery from Mouser for any claim shall not exceed the purchase price paid by Customer for the goods, irrespective of the nature of the claim, whether in warrant, contract, or otherwise. **CUSTOMER SHALL INDEMNIFY, DEFEND, AND HOLD MOUSER HARMLESS FROM ANY CLAIMS** brought by any party regarding products supplied by Mouser and incorporated into the customer's product.

## Use of Products in Life Support, Nuclear, and Certain Other Applications

Products are intended for commercial use only. Products are traceable at the manufacturer's level only. There is no lot level traceability. Products sold by Mouser are not designed, intended or authorized for use in life support, life sustaining, human implantable, nuclear facilities, or other applications in which the failure of such Products could result in personal injury, loss of life or catastrophic property damage.

If Customer uses or sells the Products for use in any such applications:

- (1) Customer acknowledges that such use or sale is at Customer's sole risk;
- (2) Customer agrees that Mouser and the manufacturer of the Products are not liable, in whole or in part, for any claim or damage arising from such use; and
- (3) Customer agrees to indemnify, defend, and hold Mouser and the manufacturer of the Products harmless from and against any and all claims, damages, losses, costs, expenses, and liabilities arising out of, or in connection with, such use or sale.

Any quotation or the prices contained herein are for information purposes only and do not constitute a legal acceptance of any order placed by the seller. Orders are subject to all terms and conditions of sales displayed at [mouser.com/saleterms](http://mouser.com/saleterms).

