

## Four Easy Ways to Order!



**Mail** Send your completed order form or purchase order to us by mail. Send your order form to the Forensics Source office closest to you:

**Forensics Source**  
13386 International Pkwy  
Jacksonville, FL 32218  
United States



**Phone** Our professional Customer Service team will be glad to assist you with your order. Please contact the Forensics Source offices nearest you:

**United States Offices**  
Toll-Free: (800) 347-1200

Office Hours: 8:00am to  
6:00 p.m. EST (GMT -5)



**Fax** Send your order via fax 24 hours a day, seven days a week. Fax your order to the office which is nearest you:

**United States Offices**  
Toll-Free: (800) 366-1669



**Internet** Order directly through our website. It's an easy way to learn more about our products, track order status and read technical information:

[www.ForensicsSource.com](http://www.ForensicsSource.com)

## Payment Terms and Conditions

We gladly accept purchase orders from all public agencies (US government, cities, counties, states, colleges, hospitals, etc.). Orders to public agencies will be billed upon shipment of merchandise, with payment due 30 days from the invoice date. Other customers may apply for open account or pay with their choice of credit card (we gladly accept Visa, MasterCard or American Express). Non-government customers interested in obtaining open account should contact our Customer Service Department for details. You may also include a check or money order with mailed orders. Returned checks will be subject to a \$25 service charge.

## Special Orders

We try to carry any item you may need. However, in this unique market we understand that often, we may not stock the exact item you are searching for. If you need a specialized piece of equipment or would like a customized kit, please contact your local Forensics Source representative. We will do everything possible to obtain the items you are looking for. Special order items are sold on a non-returnable basis.

## Return Policy

Our goal is to make you a satisfied customer. If you would like to return an item, for any reason, simply contact our customer service department within 90 days of your original order. To expedite the return or exchange process, please be prepared to provide us with your original order number, which is printed on both your packing slip and invoice. A 10% restocking charge may apply to products which are not in resellable condition. Please note that books, video tapes and DVDs are non-returnable. If your shipment is damaged or missing items, please retain all paperwork and shipping materials and contact our customer service department within 10 business days.

When returning goods, please write your return authorization number on the outside of the box and ship to:

**Forensics Source**  
**ATTN: Receiving**  
**13386 International Parkway**  
**Jacksonville, FL 32218**

## Agreement of Non-Export

Some products manufactured and distributed by Forensics Source may be regulated by the U.S. Government for export. We only permit shipment of controlled items within the United States and will not authorize retransferring, reselling or reshipping the products internationally without a proper export license issued by the U.S. Department of Commerce. Violation of U.S. export regulations can result in heavy fines as well as imprisonment.

By purchasing products from Forensics Source, you agree to not re-export, retransfer or resell the products internationally (including American Samoa, Baker Island, Guam, Howland Island, Jarvis Island, Johnston Atoll, Midway Islands, Navassa Island, Northern Mariana Islands, Palmyra Atoll, Puerto Rico, Virgin Islands and/or Wake Island).

We reserve the right to cease future business with you if it is suspected that a violation of this agreement has been made. For questions regarding the export regulations on our products, please contact our Customer Service Department.

## Shipping Surcharges and Delivery Times

For an estimate on delivery times, please contact one of our customer service representatives. Shipments outside the United States or to Alaska or Hawaii will incur additional shipping charges. Expedited shipping is available, but may require hazardous material charges. Items that require hazardous shipping charges are identified with specific icons (see the Key to Symbols below). If you require expedited shipping, please contact a Forensics Source representative for shipping and delivery estimates. Shipments are insured and made in accordance with prevailing shipping regulations. Please contact us if you have any questions regarding shipping.

## U.S. SHIPPING CHARGES

Within the lower 48 states our standard shipping charges are:

| FOR ORDERS TOTALING | INCLUDE        |
|---------------------|----------------|
| \$1 – \$25          | \$7.99         |
| \$26 – \$49         | \$9.99         |
| \$50 – \$99         | \$11.99        |
| \$100 – \$149       | \$14.99        |
| \$150 – \$199       | \$16.99        |
| \$200 – \$249       | \$18.99        |
| \$250 – \$299       | \$20.99        |
| \$300 – \$349       | \$22.99        |
| \$350 – \$399       | \$24.99        |
| \$400 – \$499       | \$26.99        |
| \$500 – \$749       | \$29.99        |
| \$750 – \$1000      | \$31.99        |
| \$1001 – Or More    | Call for Quote |

## Back Orders

Although we keep a large supply of products in stock, occasionally items are placed on back order. If this should happen, we will ship the in-stock portion of your order immediately and then ship back-ordered items as they become available. Please notify our Customer Service Department if you would only like your order to ship once it is complete.