

We look forward to doing business with you and we want to make the experience as simple and effortless as possible:

Here are some simple guides and tips for placing your orders with us:

If you are placing an order from within the USA -

1. Orders can be placed via phone, email, or fax. Email is the preferred method.
 - a. Phone orders to - +1 717-891-0971
 - b. Email orders to – sales@offpeak-solutions.com
 - c. Fax orders to – 717-840-2525 (Please let us know in advance so we can be sure the fax is in the receive mode.)
2. We accept as payment major credit cards (American Express, Discover, MasterCard and VISA), PayPal, check and wire transfers.
3. For Credit Card payments, please provide the following Credit Card information:
 - a. Name as it appears on the card.
 - b. Billing address for card.
 - c. Card Type (MasterCard, VISA, Discover, American Express)
 - d. Card Number
 - e. Card CSV # (Security Code)
 - f. Expiration Date
 - g. Name of Bank drawn on (available on back of card)
 - h. Phone Number of Bank (available on back of card)
4. If you do not have established terms with us then all orders must be paid when ordering using one of the methods listed above.
5. All payments are made to: OffPeak Technologies LLC
6. On all orders, please include:
 - a. Company Name
 - b. Company Address
 - c. Contact Name
 - d. Contact Information: email & phone(s)
 - e. PO Number
 - f. Part number
 - g. Quantity of each part ordered.
 - h. Billing and Shipping addresses
 - i. Form of Payment

- j. Any special instructions.
- 7. All orders received will be acknowledged with price and delivery confirmation.
- 8. Stock items will ship same day if order received before 1pm EST Monday thru Friday (non-Holidays only). (Orders received on a weekend or Holiday will be processed as soon as the offices reopen.)
- 9. Non-Stock items will ship as soon as possible, in most cases delivery is 4 weeks for non-stock items.
- 10. Orders can only be expedited after they are placed and in the system. On some orders there will be an Expedite fee if expedited. Any order that will not meet delivery requirements may be terminated by the customer before the delivery date without any penalty to the customer.

Domestic Wire Transfer Information:

OffPeak Technologies LLC
EIN 27-0381059
Bank of America
Swift Code – BOFAUS3N
Routing – 031202084
Acct – 383008449351

If you are placing an order from outside the USA (International)

- 1. Orders can be placed via email.
 - a. Email orders to – sales@offpeak-solutions.com
- 2. We accept as payment wire transfers. Details are below.
- 3. All orders must be paid when ordering. After a Proforma invoice is received and accepted by you the buyer, a prepayment is necessary for the order to be processed.
- 4. All payments are made to: OffPeak Technologies LLC, 530 Stonewood Road, York, PA 17402 USA – wire transfer information is in this document below.
- 5. On all orders, please include:
 - b. Name of Company
 - c. Company Address
 - d. Contact from Company
 - e. Contact Information – email and phone number(s)
 - f. PO Number
 - g. Part number
 - h. Quantity of each part ordered.
 - i. Billing and Shipping addresses of Freight Forwarder unless scheduling a pickup at OffPeak offices, then please note that detail.
 - j. Phone Number and/or email of contact
 - k. Any special instructions.
- 6. All orders received will be acknowledged with a Proforma Invoice

7. Stock items will be available for shipment the same day a wire transfer is completed if the transfer clears before 1pm EST Monday thru Friday (non-Holidays only).
8. Non-Stock items will be available for shipment as soon as possible, in most cases delivery is 4 weeks from date of wire transfer for non-stock items.
9. Orders can only be expedited after they are placed and in the system. Any order that will not meet delivery requirements may be terminated by the customer before the delivery date without any penalty to the customer.

OffPeak Technologies LLC will have the shipment ready and notify you so you can make arrangements for the shipment to be picked up at our offices by your freight forwarder. Under some circumstances with special arrangements, we will ship to your freight forwarder in the USA (Shipping charges will be applied to your invoice). OffPeak will not be shipping directly to international addresses; the customer is responsible for all exporting arrangements.

Standard international order processes apply, here is an outline of the process and steps required for a successful transaction:

- 1 Request and receive a Quote from OffPeak
- 2 Order from Customer to OffPeak = Send us your order
- 3 Proforma Invoice from OffPeak to Customer = review for accuracy and data
- 4 Wire Transfer from Customer to OffPeak = acceptance of pro forma and permission to continue
- 5 Confirmation and delivery details from OffPeak to Customer = we got your money and your order is being processed.
- 6 Order Ships to designated freight forwarder or is ready for pick up at OffPeak Offices.
- 7 Any charges incurred after step 4. will be put on a future Proforma invoice. Any credits will be put on a future Proforma invoice.

For orders originating outside the USA, use this Wire Transfer Information:

International Transfers:

OffPeak Technologies LLC
EIN 27-0381059
Bank of America
Swift Code – BOFAUS3N
Domestic Routing – 026009593
Acct – 383008449351