

The following is a list of the most frequently asked questions. You can also call your Sales Engineer who can assist you at 888-871-8818 or by e-mail at crytron@ix.netcom.com.

▣ - [Click on the question to see the answer... click again to close -](#)
Ordering Information:

{slide=What methods of payment(s) do you offer?}

- All major credit cards
- Net Terms to pre-qualified customers
- Cash of Delivery (C.O.D.)
- Wire Transfer on Overseas Orders (\$25.00 bank fee)
- Escrow Service between buyer and seller

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{slide=What is your minimum order?}

Our minimum domestic order is \$50.00 USD, and our minimum overseas order is \$300.00 USD.

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{slide=How do I establish an open account on Net Terms?}

Net terms are available to our qualified OEM/CEM customers. Simply download or print our Credit Application and submit to our Credit Department for prompt approval. The approval process depends on the length of time it takes for your references to respond. On the first order, we suggest Cash Options or Credit Cards to speed up delivery of your order. You will be notified once your credit has been approved and your order can then ship.

You can download the credit application as a [.docx file here](#) or as a [.pdf file here](#)

(right-click the links for more options)

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{slide=How long is your quote valid?}

All quotes are valid for 24 hours and subject to prior sales. Crystal Electronics, Inc. Sales Engineer will ask you for a target price (budgetary price) in the interest of getting you the most competitive price. If we cannot meet or better your target, we will quote you our best price. Pricing on hard to locate components is based on the existing market conditions including supply and demand.

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{slide=How long does it take for your Sales Engineers to provide a quotation?}

Crystal Electronics, Inc. knows your time is valuable and each request is treated as urgent. Our normal response time for online quotes is within two (2) hours. In some cases, it may take longer if the stock is only available overseas. You will always receive timely communication from our experienced and friendly Sales staff. Please feel free to call us 24/7 for an immediate response.

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{slide=What happens if the part I need is no longer available?}

Unlike most authorized or franchised distributors who only quote if they have inventory, our experienced Sales Engineers are trained to provide an exact cross or an alternate part by a different manufacturer. Our Sales Engineer will research, locate stock, and provide you with the necessary specification details for your engineering department's approval. If we provide you with an alternate part and it does not meet your specification, we will gladly extend a full refund or credit once the parts are inspected and returned to our warehouse. Buying from Crystal Electronics, Inc. saves the professional buyer time and money. Call one of our Problem Solvers today.

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{slide=What warranty do you offer?}

Product quality is our number one concern. All products sold by Crystal Electronics, Inc., Inc. are guaranteed for thirty (30) days and a Certificate of Conformance is provided to insure the product meets the manufacturer specifications. Any product found to be defective during the initial inspection period of fifteen (15) days from invoice date must be brought to the attention of our Quality Assurance Department. Further detail regarding our RMA (return material authorization) policy is provided (see Terms and Conditions).

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{slide=What quality standards do you provide your customers?}

Crystal Electronics, Inc. has a Quality Assurance Department. No product is shipped to a customer that does not meet our rigorous inspection process. Any product that does not meet our criteria is rejected and returned to our supplier. No product is procured from any supplier who has not been pre-qualified and must meet our stringent standards. We do not purchase any product from China due to the incidence of counterfeit products from that part of the world. We adhere to ISO9001:2000 management standards and are also ESD and AS9100 compliant.

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Excess-Inventory Solutions:

{slide=Do you purchase excess inventory?}

We can either buy or market your Excess Electronic Components. Crystal Electronics, Inc. offers several Excess Inventory Management Programs designed to meet your business objectives and achieve the highest return possible. We can either make you an offer to purchase your excess inventory, or market your excess through our worldwide distribution and sales network, or set up a consignment agreement

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{slide=Who do we contact regarding disposal of our excess inventory?}

E-mail your list to crytron@ix.netcom.com, or call us at 888-871-8818 and ask for our Excess Inventory Solutions Department. We are here to help you get top dollar for your excess electronics inventory

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