

Quotation

- Most of our standard products are available and in stock through our global authorized distributors. Please contact your local distributor for prompt service. Please let us know if you are unable to find MEAN WELL's distributor information in your local area.
- Written quotations are valid for 60 days from the date quoted unless otherwise specified. Customers are responsible for all banking related charges outside of Taiwan.

Order

- Orders must be placed to MEAN WELL by mail, e-mail, or fax. Please do not place your order by phone. For international business, MEAN WELL will provide order confirmations with scheduled delivery dates. If you fail to receive an order confirmation within 2 working days, please reconfirm your order.
- Minimum order amounts per shipment are determined by our local distributor's stock capability. Please contact our sales representative for details.
- We encourage customers to place long-term orders. However, order cancellations or reschedules must be made 45 days prior to the scheduled shipping date.

Delivery

- For our standard products, MEAN WELL usually keeps around 2-8 weeks safety stock (based on the past 3 months sales record) for prompt delivery of small / medium quantity orders. For large quantity or new product orders, 3-5 weeks lead-time is needed.

Return

- All returned goods must have a RMA (return material authorization) number marked on each carton. Contact MEAN WELL for a RMA number. All goods must be shipped as "freight prepaid" unless otherwise confirmed by our sales representatives.

Warranty

- Products found to be defective within 30 days from the date of receipt can be returned for credit or exchange. After the initial 30 days, MEAN WELL will repair the goods according to our warranty period. Contact MEAN WELL for further information on credit or a RMA number. Goods should be shipped as "freight prepaid" to MEAN WELL and MEAN WELL will repair and return the defective units (freight prepaid) within 7 working days. If the warranty period has expired, a repair fee (depends on the condition of the product) will be charged.
- If customers do the repair by themselves, MEAN WELL can provide reasonable quantity of free components for repair purpose.
- Apart from the external type power supply, the power supply is in general one component of the final system; particularly, the compatibility between the power supply and the system is closely associated. Should you have any difficulty in normally operating the power supplies, please contact our sales representatives and figure out the root cause. If the problem results from the power supply, the warranty right will be applied; if any issues arise from inappropriate installation or incompatibility between the power supply and the system, MEAN WELL will reserve the right to fulfill the warranty .

Attention

- **We make every effort to ensure the accuracy of information in the catalog. If there is any discrepancy between the data presented in our catalog and the SPEC, the SPEC sheets should take precedence (please refer to www.meanwell.com for the latest SPEC information).** We cannot take any responsibility of any consequence arising due to error or change in specification. We suggest customers conduct a sample test for evaluation and approval before placing a formal order.
- For continuing product improvement, MEAN WELL reserves the right to revise any information in this catalog without further notification.

The EMC directive applies to component power supplies

- MEAN WELL ensures that all of the power supplies with CE declaration are designed to meet EMC directives and are verified by an independent certified lab agent with a test report prepared. However, there are 2 categories for power supplies: One is a stand-alone power supply, such as laboratory power supplies which can be tested under EMC individually. The other category is a component power supply such as an enclosed power supply and open PCB power supply. These power supplies are considered a component which will be installed into a final equipment. Since EMC performance is affected by the final installation of a product, MEAN WELL cannot guarantee that the final equipment will meet EMC directives. Final product manufacturers must re-confirm that their product meets EMC directives.