



Customer Guide–Placing an Order with Maxim Direct

At Maxim, we intend to make certain that we understand the needs of our customers by obtaining all pertinent information relating to each order. We know our customers desire and deserve the best products and the best service possible. To guarantee clarity, all orders must be received in writing. Standard orders are sent to the following fax or email locations:

Fax: 800-992-1884
972-371-6600

Email: orders@maximhq.com

For your convenience, you are welcome to download our online order form to utilize for all new orders. This form will display all the necessary information required to book an order with Maxim Direct, help to alleviate errors and delays, and ensure efficiency when processing your order. This form is located on the Maxim website at the following address:

www.maxim-ic.com/products/ibutton/geninfo/support/sales.cfm

Once the download is complete, you can save this form on your computer for future use.

If you are unable to fax, email, or place your order online, a Maxim Direct sales representative will gladly fill out the Maxim Direct order form for you over the phone and will send an email or fax confirmation back to you to confirm its accuracy. Once we receive your approval back in writing by email or fax, your order will be entered into our system. You can contact a Maxim Direct sales representative at the following numbers:

Phone: 888-629-4642 (US and Canada)
972-371-6824



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Should you have a company P.O. system or prefer to generate your own preformatted form, please be advised that we require specific data to process a P.O. In order to prevent issues or delays with the order entry process, your purchase order must provide the following information:

- Customer Name
 - Email Address
 - Fax Number (if available)
- Bill Information (If booking an order with a credit card, the bill-to address on the order must be the same billing address for the credit card.)
 - Company Name
 - Complete Address
 - Contact Name
 - Contact Phone Number
- Ship Information
 - Company Name
 - Complete Address
 - Contact Name
 - Contact Phone Number
- Tax Status and Resale Number, if Applicable
- Shipping Method¹
 - Our standard shipping is DHL Overnight (per shipment charge is \$10 for domestic shipments and \$50 for international shipments).
 - You may supply an account number for an alternate shipment method.²
 - Include freight forwarder information for international shipments.
- Ship Complete –Yes/No?
 - Do you want to wait until all of your parts are available for us to ship your complete order in one shipment, or would you like each line to ship in individual shipments as they become available? *Note: Multiple shipping charges will apply if parts are not shipped in one complete order.*
- Maxim Part Numbers
- Quantity of Required Parts
- Unit Prices (All Unit Prices Must Be Approved)
 - If from published pricing, it must match exactly.
 - If from a quotation, the quotation number must be referenced.

¹ For large volume orders, you will be asked to provide a shipping company and account number in order to ship your parts. To reduce shipping charges for small volume orders, you can request that we ship your order using your preferred shipping company by providing us with your shipping account number.

² If you specify a shipping company, you must provide the shipping method along with your shipping account number or we will default to the second slowest method that your shipper offers (i.e., UPS Blue/DHL Standard Overnight).



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- Method of Payment
 - Net 30 Account (if Already Established)
 - Credit Card
 - Credit Card Number
 - Name on Card
 - Expiration Date
 - Authorization Code
 - For Visa and MasterCard: Include the last three digits from the back of the card.
 - For American Express: Include the last four digits found above the credit card number.
 - Prepay³
 - Wire Transfer: Once funds are received, orders will be booked within one business day.
 - Check: Once the check has been received and has been cleared, orders will be booked within one business day.
 - Letter of Credit: Contact Maxim Direct for details on establishing a Letter of Credit. All Letters of Credit must follow Maxim’s standard practices detailed in documents that will be made available.
- All shipments are EX Works.

By adhering to the guidelines outlined above, orders are typically processed within 24 hours. After the order has been processed, you will receive confirmation within two business days. Confirmations may be received by email (for all customers set up on the automated confirmation system) or fax. To be set up on the confirmation system, please supply your email address on the order with a statement requesting that we do so.

In the event that data is missing, the P.O. will be considered pending and we will contact you in attempt to gather the missing information. You will be contacted by phone, fax, and/or email. We will attempt three times over a seven-day period. It is our intent to acquire all missing information on the initial contact. However, on rare occasions, it is necessary to make a second contact due to a missing element that could not be determined without the information provided in the first contact.

If you should have any problems or delays, please call 888-629-4642 or 972-371-6824 and ask to speak to the Maxim Direct Sales Manager.

³ Payment in full is required for all prepay orders. Orders will not be booked until funds are received. Product will not be reserved pending receipt of funds; please be advised that lead times are subject to change.