

## **FREQUENTLY ASKED QUESTIONS**

If you don't find your answer here, just [contact us](#) with your question!

### **How do I place an order with Digital Intelligence?**

One way is to order through our online store with a credit card, or if you want to use a purchase order you can reference the PO number on your online order. Be sure to send us a copy of your PO for our records. Purchase orders may be [emailed](#) or fax to 1-262-782-3331.

### **When will my order ship?**

Orders placed by **noon US Central time Monday – Friday** are processed the same day and, if the items you ordered are stock items, usually ship that same day. For rush orders, please contact one of our sales reps by calling 1-262-782-3332.

### **What are stock items?**

Most of our write blockers and accessories are stock items. Our FRED systems are built to order and usually ship in 5-15 business days. Some software items ship directly from the manufacturer (see note for international customers), some software is downloadable, others require shipping. See the software description for more information, or [contact us](#).

### **Do you accept credit cards?**

Digital Intelligence accepts Mastercard, Visa and American Express.

### **How do I use a Purchase Order?**

Government or law enforcement organizations do not need prior approval to submit a Purchase Order. We do require a copy of the PO (or other documentation) for our files. Other organizations will be approved on a case-by-case basis and can either [contact us](#) prior to submitting a purchase order or provide contact information with the PO.

### **Are other payment options available?**

We offer a wire transfer option for select customers, for orders over \$1000 US. For more information, please [contact us](#). If you want to pay by check or money order, we must receive your payment prior to shipment.

### **How soon will I get my order?**

Most products ship from our warehouse in Wisconsin. UPS Ground delivers to most locations in the US within 3-5 business days. Allow additional time for shipments to Hawaii, Alaska, US Territories, APO/FPO addresses and outside the US. Deliveries are generally not made on weekends or holidays, and extra time should be allowed during US holidays. International orders see below.

### **What if one of my items is out of stock?**

We will hold the order for all the items unless you tell us to ship partial. We will contact you and find out how you want to handle it. If an item is out of stock, it is usually available within a few days.

### **When will I get my software?**

Depends on the product – some are delivered electronically but some have a physical component that requires shipment. See the specific software description page or [contact us](#) for more information.

**Do you ship internationally?**

Digital Intelligence ships products all over the world. Some products may have shipping restrictions or license requirements for international shipping. If you are outside the US and want to order software products, please [contact us](#) for more information. International orders require payment in advance of shipping unless otherwise stated. See our [Company](#) page for information about international resellers or distributors. APO/FPO customers need to contact us for a quote. Your order will be shipped within 1 business day (subject to stock availability and credit card verification). International orders are shipped to arrive in Customs within 3 to 5 business days. Recipient is responsible for all applicable duties and taxes. No P.O. Boxes.

**What about customs duty or import fees?**

The recipient is responsible for paying any tax, customs duty or fee imposed as a result of the purchase. Digital Intelligence's shipping cost is for carriage only.

**Do you have resellers?**

We do not have authorized resellers or distributors in the US.

**Do you offer education discounts?**

There are a few, but generally our products are not eligible for education discounts.

**What is the return policy?**

If you change your mind, you can return an item within 30 days for refund of the purchase price. Some conditions apply and some products are subject to a 15% re-stocking fee. There is no refund for the shipping charge. [Contact us](#) for an RMA number if you want to make a return. An RMA number is required for any return.

**What if something is wrong with my order?**

Contact us right away, either by calling or sending email to [Support](#) and we'll get a resolution to your problem. Be sure to request an [RMA number](#) if you need to return an item.

**How do I get technical support?**

Either call us during our regular business hours or click on our [Support](#) page to send email.

**What if I don't know exactly which product is right for my needs?**

The best thing is to [contact us](#) directly, either by email or give us a call during our business hours. One of our technical sales representatives will help you determine what products best suit your requirements.