

**INTERNATIONAL SALES POLICY**

**What is an International Order?**

- Orders placed with a credit cards issued by Non USA and non Canadian banks or foreign branches of USA and Canadian banks, regardless of the shipping address.
- Orders placed by USA or Canadian Credit Cards but shipped to an international destination.

**Payment Method:**

Prepaid by wire transfer or credit card.

**When Paying by WIRE TRANSFER:**

The order will not be shipped until the funds are received by Alpha Memory, Inc. This may take 7-10 business days. Bank information will be provided upon request

A US \$40 bank charge will be added to any wire transfer originating outside USA. Domestic wire transfer fee is US \$5.00. Please add this amount to your total Wire Transfer.

**When Paying with CREDIT CARD**

American Express cards, Master Cards and Visa Cards will be accepted only if clear images of the front and back of the credit card are provided as well as a photocopy of a Government Issued (Official) photo Identification Card. The name on the credit card must match the name on the ID card for orders to be processed.

Only orders with the SAME billing and shipping address will be processed.

Alpha Memory, Inc. can only accept credit cards for international orders up to US \$ 500.00.

All orders above this amount can only be placed by Wire Transfer. (see above)

Please complete the enclosed credit card form and fax it to (956) 971-8595 or e-mail it as “.jpg or .bmp or .pdf” file to [AddressVerification@memory.com](mailto:AddressVerification@memory.com). This is only necessary on your first purchase and any time you change credit card and/or any address.

NO ORDER WILL BE PROCESSED UNTIL THE ABOVE REQUIREMENTS ARE SATISFIED.

**Alpha Memory, Inc. International Warranty Policy**

All products carry a 30 day Money Back Guarantee. International customers are responsible for all freight both to and from Alpha Memory. A RETURN AUTHORIZATION (RMA) must accompany all returns to Alpha Memory. Products returned without an RMA number will be refused. An RMA number may be obtained by calling our service department at (956) 618-3323, 9:00am-5:00pm Central Standard Time or by fax at (956) 971-8595, or by e-mail at [Returns@memory.com](mailto>Returns@memory.com)

**Shipping Method**

Alpha Memory, Inc. will ship all international orders via Federal Express. All freight charges will be made on a pre-pay and add basis. Some countries may have additional taxes and duties on products when it arrives. The customer is responsible for all charges incurred after the goods are shipped by Alpha Memory, Inc. Please check with your local agent.

**Choice of Laws**

This agreement shall be deemed to have been entered in the State of Texas, USA.. All questions of the validity, interpretation, or performance of any terms or of any rights or obligations of the parties to this agreement shall be governed by Texas Law. The cost of the arbitration, attorney fee and court fee shall be borne by the losing party.

I hereby fully accept and agree to Alpha Memory's terms and conditions of sale. (Order will be processed upon signing and returning this form to Alpha Memory, Inc.)

Signature of Customer \_\_\_\_\_ Title \_\_\_\_\_

Company Name \_\_\_\_\_ Date \_\_\_\_\_

Alpha Memory, Inc.  
5307 North McColl Road, McAllen, TX 78504, USA  
(956)618-3323, Fax (956)971-8595

**INTERNATIONAL CREDIT CARD APPROVAL FORM**

*Alpha Memory, Inc. has this procedure to protect both Alpha Memory and its customers from credit card fraud. The purpose of this form is to prevent an unauthorized purchase of product with your credit card and having the product shipped to a fraudulent address. The back of your card **must be signed** for us to process your order. Please be sure to use a light setting on your copier and fax machine to ensure a legible copy. Please complete the entire form below.*

**PLEASE PHOTOCOPY**  
**THE FRONT SIDE OF YOUR**  
**CREDIT OR CHARGECARD AND**  
**ATTACH IT HERE**

**PLEASE PHOTOCOPY**  
**THE BACK SIDE OF YOUR**  
**CREDIT OR CHARGECARD AND**  
**ATTACH IT HERE**

Card No. \_\_\_\_\_

Expiration Date: \_\_\_\_\_

**CARD BILL ADDRESS**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
Country \_\_\_\_\_  
Day Time Phone \_\_\_\_\_  
With Country and City Code  
Fax Number \_\_\_\_\_

**PLEASE PHOTOCOPY YOUR**  
**GOVERNMENT ISSUED**  
**(OFFICIAL) PICTURE**  
**IDENTIFICATION CARD AND**  
**ATTACH IT HERE**

***I hereby authorize Alpha Memory, Inc. to ship my current order and future orders to the address above. I have read and understand the Alpha Memory, Inc. International Sales Policy attached to this form.***

Print Name \_\_\_\_\_

Card Holder's Signature \_\_\_\_\_

Date \_\_\_\_\_

Please enter Order # and customer # if you have already placed the order through our web site.

Order No. \_\_\_\_\_

Customer No. \_\_\_\_\_

**PLEASE COMPLETE & FAX TO (956) 971-8595 OR E-MAIL AS JPEG, BITMAP OR PDF FILE TO [AddressVerification@memory.com](mailto:AddressVerification@memory.com)**

*Your order will not be processed until this form is returned. All information is confidential and will not be used for any purpose other than explained above. All information must be legible. Please do not make dark copies. To ensure we can read your fax please use the copy feature of your fax machine to test the "Faxed"*

*quality of this form before you send this to Alpha Memory, Inc. Alpha Memory can only accept credit cards for first-time international orders up to \$500. Any order above \$500 must be paid by wire transfer.*