

Ordering and Fulfillment Help

Contents

- 1 Introduction
- 2 Presales Questions or Ordering Related Questions
- 3 Updates to Ordering and Fulfillment Processes
- 4 STREAMLINED PURCHASING PROCESS
 - ◆ 4.1 Forms of Payment
 - ◆ 4.2 Purchasing in Local Currency
 - ◆ 4.3 Purchasing Options in Select Countries
 - ◆ 4.4 Purchase Order Submission via Email, Fax, and Mail
 - ◆ 4.5 Quotes and Invoices
 - ◆ 4.6 Supplier Verification & Vendor Terms
 - ◆ 4.7 Terms of Sale
 - ◆ 4.8 Export Considerations
- 5 SHIPPING AND ORDER TRACKING
 - ◆ 5.1 Local Fulfillment
 - ◆ 5.2 Methods of Shipment
 - ◆ 5.3 Track Order Status
- 6 WARRANTY & REPAIR
 - ◆ 6.1 Hassle Free Warranty
 - ◆ 6.2 Return Policy
 - ◆ 6.3 Hardware Return for Repair Process
- 7 NEW PART NUMBERS

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Authors: John Smith and Jane Smith

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Reference: <https://www.ettus.com/kb/detail/ordering-and-fulfillment-help>

Ettus Research

Phone: (408) 610-6399

Email: orders@ettus.com

Web: <http://www.ettus.com/contact>

In order to improve the purchasing experience for our customers, in particular those outside the United States, we will transition back-end order processing and fulfillment to our parent company, National Instruments effective May 22, 2013. Once your product selections are made on the ettus.com web site, your completed shopping cart will be forwarded to ni.com for checkout. Ettus.com and the Ettus Research employees will continue to be your primary resource for support, product information and sales quotes.

Advantages of these changes include:

- You will be able to make your purchases in your local currency
- National Instruments will handle customs and importation processes and expenses
- The warranty period is extended to 1 year
- RMAs and returns can be handled with local shipping

Prices in your local currency may be adjusted to pay for these benefits and cover duties, customs fees, and brokerage. All purchase order and credit card transactions for Ettus Research products will be handled by National Instruments after the May 22, 2013 transition date. If your company or organization needs to qualify National Instruments as a verified supplier or to establish vendor terms, please contact David Hamill to avoid any disruptions.

These changes will allow us to more effectively serve you and enable us to focus on designing and delivering new and innovative software radio products and systems. As always, we are here to support you so please feel free to contact us for further information.

It is our goal for payment and fulfillment to be as smooth as possible.

National Instruments accepts VISA, MasterCard, and American Express credit cards in many regions of the world. Local payment terms are available in many countries that include payment by purchase order with established Terms of Credit. All purchase orders should be addressed to the local National Instruments branch c/o (in care of) Ettus Research.

Invoicing in local currency is done in over 40 countries, where National Instruments has local operations. During the online checkout process or when you request a quote, you will be quoted in local currency if available. For questions during the ordering process visit ettus.com or email orders@ettus.com. If you are ready to make a purchase, you may find contact information for your local National Instruments office at ni.com/niglobal.

Selecting your country on ettus.com/region will guide you through the shopping and purchasing experience specific to your region. Accurate selection ensures the correct currency and contact information is displayed. Contact information for authorized Ettus Research Distributors will be displayed for some countries.

Purchase orders should be addressed to National Instruments c/o Ettus Research.

Email: orders@ettus.com

Fax: (866) 807-9801

Mail: National Instruments c/o Ettus Research 4600 Patrick Henry Drive Santa Clara, CA 95054

All official quotes and invoices will be issued from National Instruments on behalf of Ettus Research. Payment should be remitted to your local National Instruments location, most often in the country of purchase.

If your company or organization needs to qualify National Instruments as a verified supplier, please contact David Hamill immediately to avoid any disruptions. Vendor terms established previously with Ettus Research will not transfer automatically.

All Ettus Research products will adhere to National Instruments terms and conditions including a 1 year warranty and 30 day return policy. The complete terms of sale from your region can be found at ni.com/legal/termsofsale.

The Customer acknowledges that the Products licensed or sold hereunder are subject to the export control laws and regulations of the United States of America.

The Customer agrees that the Products will not be reexported, resold or transferred to:

- (a) any country subject to export restrictions under the Export Administration Act of 1979 (EAR).
- (b) any end user who has been denied participation in export transactions by any federal agency of the United States government.
- (c) an end user who the Customer knows or has reason to believe will utilize the Products directly or indirectly in nuclear activities listed in the EAR 778.3(b)(1), (2) & (3), whether the items are specifically designed or modified for such activities.
- (d) an end use destined for the design, development, production or use of missiles or missile projects, or activities related to nuclear, chemical or biological weapons.

The Customer acknowledges that "Products" include technical data subject to the export and re-export restrictions of the EAR.

Ettus Research takes advantage of National Instruments' distribution network in over 40 countries. In most cases National Instruments acts as the importer of record coordinating the import and customs process and including duties, customs fees, and brokerage in the sales price. In many cases tax is also included on the invoice at the time of sale.

The shipping method for an order varies depending up the country the order is shipping to and the warehouse from which the order is being processed. When an order is placed, you may have the option of selecting a shipping method. However, in some regions, only one shipping option exists. If you have a question about the method of shipment utilized for an order, please contact orders@ettus.com.

Track the status of your order from ni.com/status. Order status includes the order packing slip contents, status of payment, estimated ship date, and shipment tracking number.

Ettus Research and National Instruments has a strong commitment to quality. All products undergo testing and inspection before leaving the factory. National Instruments warrants its hardware products for a period of one year from the original shipment date. Contact Ettus Research at orders@ettus.com with the product model number and serial number to generate an RMA (Return Merchandise Authorization) request.

If you are not completely satisfied with your purchase, return or exchange any unused or defective merchandise within 30 days for a prompt refund less any applicable restocking fees. For more details please see the Terms and Conditions of Sale.

Contact Ettus Research at orders@ettus.com with the product model number and serial number to generate an RMA (Return Merchandise Authorization) request. Hardware purchased after the the May 22, 2013 will use the NI process for requesting repairs found at ni.com/services/repair.htm

All orders are placed using new part numbers in the format of 78xxxx-xx. The following table provides the part number mapping from previous part numbers to new part numbers.

OLD PART NUMBER	NEW PART NUMBER	DESCRIPTION
UB100-KIT	782740-01	USRP B100 Kit
UB100A-BDL	782741-01	USRP B100 Kit + SBX Bundle (400-4400MHz)
UB100D-BDL	782742-01	USRP Instant SDR B100 Bundle - B100 + WBX Bundle (50-2200MHz) + LiveUSB
UE100-KIT	782744-01	USRP E100 Kit (USRP E100, 2 SMA-Bulkhead RF Cables, USB Cable, Power) Ettus Research
UE110-KIT	782745-01	USRP E110 Kit (USRP E110, 2 SMA-Bulkhead RF Cables, USB Cable, Power) Ettus Research
UN200-KIT	782746-01	USRP N200 Kit (USRP N200, 2 SMA-Bulkhead RF Cables, Ethernet Cable, Power) Ettus Research
UN210-KIT	782747-01	USRP N210 Kit (USRP N200, 2 SMA-Bulkhead RF Cables, Ethernet Cable, Power) Ettus Research
USRP PKG	782748-01	USRP1 Kit (USRP1 Motherboard, Chassis, USB Cable, Power, Screw Kit, Fan) Ettus Research
QR-210	782749-01	QR210 Quad Receiver Kit
BasicRX	782750-01	BasicRX USRP Daughterboard (1 - 250 MHz)
BasicTX	782751-01	BasicTX USRP Daughterboard (1 - 250 MHz)
LFRX	782752-01	LFRX USRP Daughterboard (DC - 30 MHz)
LFTX	782753-01	LFTX USRP Daughterboard (DC - 30 MHz)
TVRX2	782754-01	TVRX2 USRP Daughterboard (50 - 860 MHz)
RFX1800	782755-01	RFX1800 USRP Daughterboard (1.5 - 2.1 GHz)
RFX2400	782756-01	RFX2400 USRP Daughterboard (2.3 - 2.9GHz)
RFX900	782757-01	RFX900 USRP Daughterboard (750 - 1050 MHz)
DBSRX2	782758-01	DBSRX2 USRP Daughterboard (800 MHz to 2.3 GHz)
WBX	782759-01	WBX USRP Daughterboard (50 MHz - 2.2 GHz) with 2 MCX Bulkhead RF Cables

SBX	782761-01	SBX USRP Daughterboard (400 MHz - 4.4 GHz)
XCVR2450	782762-01	XCVR2450 USRP Daughterboard (2.4-2.5GHz, 4.9-5.9GHz) Dual Band
XCVR2450-U1	782977-01	XCVR2450 USRP1 Daughterboard (2.4-2.5GHz, 4.9-5.9GHz) Dual Band
ETH-CBL	782763-01	Cable Assembly, CAT-5E Ethernet, 3M
MIMO-CBL	783076-01	Cable Assembly, USRP MIMO Data and Sync Cable, 0.5M
USB-ADP	782765-01	Cable Assembly, USB A to Mini Adapter Cable, 0.1M
USB-CBL	782766-01	Cable Assembly, USB A to B Adapter Cable, 1.8M
MCX-Bulkhead	782767-01	Cable Assembly, MCX-M to SMA-F Bulkhead, 0.2M
BNC-ADP	782768-01	Adapter, SMA-F to BNC-M
SMA-Bulkhead	782769-01	Cable Assembly, SMA-M to SMA-F Bulkhead, 0.2M
SMA-SMA	782770-01	Cable Assembly, SMA to SMA, 0.5M
VERT2450	783075-01	VERT2450 Vertical Antenna (2.4-2.5 and 4.9-5.9 GHz) Dualband
VERT400	783074-01	VERT400 Vertical Antenna (144 MHz, 400 MHz, 1200 MHz) Triband
VERT900	782773-01	VERT900 Vertical Antenna (824-960 MHz, 1710-1990 MHz) Dualband
LP0410	782774-01	LP0410 Log Periodic PCB Antenna (400 MHz to 1 GHz) Wideband
LP0965	782775-01	LP0965 Log Periodic PCB Antenna (900 MHz to 2.6 GHz)
SD-4GBMSD	782777-01	USRP E100/110 MicroSD Card, 4GB
U2-RackMount	782778-01	USRP Rack Mount Kit (Combine 4 Devices into 3U, 19" Rack) (Not for USRP1)
GPSDO-KIT	782779-01	USRP GPS-Disciplined Oscillator Kit
LIVEUSB	782780-01	LiveUSB - Bootable USB Memory Drive
LPBK-KIT	782781-01	SMA Cable and 30dB Attenuator Loop Back Kit
PowerSupply	782782-01	Desktop DC Power Supply, (6V DC, 3A), USRP