



Frequently Asked Questions

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Is your Online Store secure?

We believe we have pursued all available methods to ensure that all purchases through our Online Store are as secure as possible. Please visit [Store Security](#) for further information.

Is my Web browser compatible with your Online Store?

The National Instruments Online Store requires Netscape Navigator/Communicator 4.0 or higher; Internet Explorer 4.01 or higher. For more information, see our Web site [Browser Compatibility](#) page.

What if I am a tax-exempt customer?

If you are exempt from sales tax, GST, or VAT and have submitted proper documentation to National Instruments, your final invoice will not include such taxes. For additional information, see our Online Store [tax information](#).

What if I am a customer with a university or an educational institution?

The prices listed in the Online Store do not reflect academic discounts. If you are a customer with a university or an educational institution, you may be entitled to our academic discount. If you are entitled, you can place your order online and your final invoice will include your academic discount. You can also sign up for [NI Prime Access](#), a special login to the Online Store that enables academic pricing for your profile.

For further information on our academic discounts or to place your order via phone, fax, or e-mail, please contact us.

What if I have established contract pricing with NI?

The prices listed in the Online Store do not reflect customer-specific contract pricing. If you have established contract pricing with National Instruments, you can place your order online and your final invoice will reflect your contract pricing. You can also sign up for [NI Prime Access](#), a special login to the Online Store that enables contract pricing for your profile.

What if I am a purchasing agent?

If you are a purchasing agent, you can use the Online Store to place your orders. If you already know the part numbers of the products you are ordering, use the "Order by Part Number" feature on the [Online Store main page](#). You can also sign up for [NI Prime Access](#), a special login to the Online Store which adds features such as product availability dates, specific delivery dates, partial shipments, and multiple addresses.

What methods of payment do you accept?

Depending on your country, the Online Store accepts a purchase order and/or credit card order. Please see our [purchasing options](#) for methods of payment available to your country.

How much do you charge for shipping?

Shipping costs are based on the delivery method you choose as well as the total cost of your system. See our [shipping information](#) for details.

When should I receive the products I ordered?

Your shopping cart will show the standard delivery time for the product(s) you have selected. However, actual delivery times are available in the [Order Status](#) section of our site once your order has been placed. For more information, see our Online Store [shipping information](#).

How can I find out the status of my order?

Within approximately one business day, you will receive an e-mail including your detailed receipt and your National Instruments Order Number. You can then use this Order Number to check [Order Status](#). Learn about other ways to contact us and inquire about your order.

How can I get a copy of my invoice(s)?

You can view an print detailed invoice(s) at [Order Status](#).

What is your return policy?

If you order products that are either damaged or were ordered in error, you may return them to National Instruments within 30 days of the date you receive them. The price will be refunded, less a restocking charge. See our [Terms and Conditions of Sale](#) for more information.

What if I decide I don't want to purchase online?

If you do not feel comfortable giving us your payment information online, we do offer a [print and fax](#) option in the Online Store that enables you to print the contents of your shopping cart and fax your order to us. You can also contact us to place your order via phone or e-mail.

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