

Ordering and Shipping Information

Please note our new company name. B&B Electronics has become B+B SmartWorx and we are now part of the Advantech family. advantech-bb.com will replace bb-elec.com in our email addresses going forward.

ORDERING: Orders may be placed by any of the following methods

Online: 24 hours a day, 7 days a week

Phone: Our Customer Service Representatives will take your order from 7:00 AM until 7:00 PM Central Time USA, Monday through Friday at 815-433-5100.

FAX: FAX your order...24 hours a day: 815-433-5109.

Mail: Send Purchase Orders to B+B SmartWorx, PO Box 1040, Ottawa, IL 61350, USA. Please call or FAX Customer Service Department to request a quote on total charges. Send invoice payments to B+B SmartWorx, PO Box 1040, Ottawa, IL 61350, USA

E-mail:

Customer Service Department- orders@advantech-bb.com - Fax: 815-433-5109

Technical Support- support@advantech-bb.com - Fax: 815-433-5104

TERMS: We accept Visa, Mastercard, American Express, COD (USA only) , or you may establish an open account. Our terms are Net 30 days upon credit approval, however all orders outside the USA or Canada must be prepaid. A Purchase Order number and confirming copy are required on all Net 30 Orders, and we reserve the right to require documentation on all orders. You may also arrange to wire your prepayment. Please contact us for details.

Suppliers: Review our [Purchase Order Terms and Conditions](#).

PRICES: All prices shown are in U.S. dollars, and orders will be invoiced at the price prevailing on date of shipment. We are unable to guarantee price for the life of the catalog.

TAX: All orders shipping within Illinois require a written confirmation stating tax status, an exemption number (if applicable) and reason for exemption along with an authorized signature before shipment. Download, complete, and submit an [Illinois exemption form](#).

All orders shipping within Arizona require a written confirmation stating tax status, an exemption number (if applicable) and reason for exemption along with an authorized signature before shipment. Arizona customers will be charged 6.6% state sales tax (Pima County will also be charged county taxes (7.1% total), and the city of Marana will also be charged city taxes (8.6% total) unless they have a resale certificate. Download, complete, and submit a [Arizona exemption form](#).

All orders shipping within California require a written confirmation stating tax status, an exemption

number (if applicable) and reason for exemption along with an authorized signature before shipment. California customers will be charged 7.25% state sales tax (the city of Torrence will also be charged city taxes (8.75% total) unless they have a resale certificate. Download, complete, and submit a [California resale certificate](#).

All orders shipping within Ohio require a written confirmation stating tax status, an exemption number (if applicable) and reason for exemption along with an authorized signature before shipment. Ohio customers will be charged 6.5% state sales tax unless they have a resale certificate. Download, complete, and submit a [Ohio resale certificate](#).

SHIPPING: Most products are stock items and will be shipped within 24 hours (FOB Shipping Point). Prepaid orders placed by mail, large quantities, or custom orders may take longer. Domestic orders are shipped the best/most economical way. Express delivery is available by Federal Express or UPS. Shipments via other carriers will be sent freight collect with valid account number. COD orders will be sent via the best way with the appropriate COD charges added. International orders will be shipped Federal Express or UPS where available unless you provide an account with another carrier. Some orders may be shipped via US Mail or Parcel Post. Duties, taxes and brokerage fees are the recipient's responsibility.

Returns Policy

Eligible items returned within 30 days of purchase qualify for a full refund (less shipping charges). B+B SmartWorx has the option to accept returns of products 30 days after the date of purchase and such returns are subject to a restocking fee of up to 20%. Software is not returnable if opened. B+B SmartWorx will not accept returns of products that were modified by a customer. All custom orders are non-returnable and non-cancelable.

REPAIR SERVICE: We offer a repair service for our products. Please call, FAX, or e-mail to request a Return Material Authorization (RMA) number and routing instructions. Shipping charges and any duties, taxes or brokerage fees are the customer's responsibility.

RETURN AND REPAIR CONTACT INFORMATION

Phone: (815) 433-5100 7AM - 7PM CST

Fax: (815) 433-5109

Email: orders@advantech-bb.com

International Orders:

All orders must be prepaid in U.S. dollars. You may use MasterCard, VISA, American Express, company check, cashiers check, money order or wire transfer funds. Send invoice payments to: B+B SmartWorx, PO Box 1040, Ottawa, IL 61350, USA. Orders will be shipped Federal Express or UPS where available or US Parcel Post. Call or email our Customer Service Department for a quote on total charges.

Other Freight Services, if available, will be sent freight collect. Any customs charges including, duties, taxes, and brokerage fees are the sole responsibility of the recipient. If you have a preferred broker, please specify when ordering.

NOTES: Some names and words are trademarks of their respective owners. Most products comply with FCC Part 15, Class A. If you have any questions on a particular product, please contact B+B SmartWorx Technical Support Department. Specification sheets are available on all products. Instruction manuals are also available, some at a nominal fee.

New Account Credit Application and Agreement

Businesses wishing to set up an open account with B+B SmartWorx can download the business credit application below. Please note the following when submitting the credit application:

- Check the credit application to be sure all required information is included. Your complete answers to all questions will enable us to expedite the processing of your order.
- All credit applications must be signed by a principal owner, partner, or officer of the corporation or company
- If you wish to attach your own credit reference sheet, please ensure all information is up to date in order to allow for the shortest time possible for account establishment
- Time for account set up is typically 48-72 hours from the time of credit application submission. If initial orders require a quicker turnaround a credit card is recommended for payment.

[Domestic Open Account Application and Agreement \(.pdf, 19 Kb\)](#)

[Canadian Open Account Application and Agreement \(.pdf, 20 Kb\)](#)

Please fax credit application to 815-433-5109, email to asimmons@advantech-bb.com, or mail to:

B+B SmartWorx
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PO Box 1040
Ottawa, IL 61350