



Your security is our business.

SPECIAL ORDER POLICY effective 10-1-2020 (rev.1 12-15-2020)

The policy is in effect for all custom orders including but not limited to:

NEMA enclosures, Ubiquiti wireless and programmed cameras and recorders

NEMA aka ICE BOX

1. Lead time is 5-7 business days from the time order is released to production
2. Sales order must specify what is built into or attached to the enclosure

All NEMA ICE Box are custom built to order. As a result any cancellations of a custom order are subject to a 20% restock fee. Once delivered, NEMA Enclosures are not returnable or refundable.

UBIQUITI aka POINT TO POINT WIRELESS

1. Lead time for 1:1 setup is 3-5 business days
2. Lead time for complex setup is 5-7 business days
3. Sales order must provide specific design or layout, otherwise it will not proceed to production.
4. If the dealer opts to program themselves then the sales order must include the following verbiage:

Customer responsible for programming and waives all phone support for this product

5. If the site has an existing UBNT and needs to expand it with another UBNT device, we will need the original sales order and a new layout for the additional unit(s)
 - a. Layout must include current device names, AP SSIDs, and IP addresses.
 - b. MAC address of each device is preferred
6. If a dealer wants the Ubiquiti web interface accessible through the local network, IP addresses, subnet mask, gateway address must be provided
7. IC Realtime does not keep old layout plans. This is the responsibility of the dealer

CUSTOM PROGRAMMING

1. Lead time 1-3 business days. Time may be longer based on the quantity of equipment
2. Sales order must include specific range of IP address and/or other special requests

DESIGNER LINE

1. Lead time 2-3 weeks. Time may vary based on the quantity of equipment
2. Sales order must provide specific color with corresponding part number.
3. This is a custom color product. Once an order is processed, it cannot be cancelled.

ALL SALES ARE FINAL - THIS PRODUCT IS NOT ELIGIBLE FOR EXCHANGE OR RETURN



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