

Distribution FAQ

Q: Do I have to place my order with a DISTRIBUTOR or can I buy direct?

A: Your choice. However, be mindful the Anaheim Automation, Inc. is the MASTER DISTRIBUTOR for Kinco, and stocks the product line, in Anaheim, California, USA.

Q: Can a distributor get an evaluation unit for a new application?

A: Usually, if it's a standard product. A purchase order is required for the full amount. If a unit is shipped from Anaheim Automation's stock, it must be returned within 30 days of the invoice date, if not returned the invoice is due and payable. Again - Anaheim Automation, Inc. is the MASTER DISTRIBUTOR for Kinco, and stocks the product line, in Anaheim, California, USA, and will service your request promptly.

Q: Will Anaheim Automation "private label" individual products for its customers?

A: It depends on the product. There may be set-up and "art" charges. Anaheim Automation will typically waive the set-up charges for a minimum of 50 pieces (same item), with an immediate release. The customer must supply "camera-ready" artwork to Anaheim Automation. An additional four weeks lead time is typical. Contact AAI to see if the product you are interested in private-labeling is allowed.

Q: What is the standard charge for a "private-label" silkscreen?

A: \$350.00 NRE and a \$350 artwork charge to generate the artwork when camera ready artwork is supplied. The NRE charge is typically waived if 50 or more pieces are ordered and shipped in one shipment.

Q: I purchased through a Distributor. If I need to return for Credit/Exchange, do I need to go back to them?

A: Yes. Since Anaheim Automation did not make the sale,/service your account, we did not receive the funds for your purchase. Credits and Exchanges must go back to the company where the items were purchased.

Q: I purchase my Anaheim Automation products through a Distributor. If I need to return for REPAIR, do I need to go back to them?

A: No. Products in need of repair can come to Anaheim Automation. You will need to provide proof of purchase for the date of purchase. Transactions requiring any Credit or Exchange must go back to the place where the items were purchased.