

## Frequently Asked Questions

Q - Will there be Real-Time Indicators for all hardware devices?

A -Yes! Real-Time Indicators will be available for all hardware devices

Q -What are the different Real-Time Indicators?

A - The indicators are:

- In Stock
- Low Stock (Will indicate how many items left in stock)
- Out of Stock – Temporarily out of stock. Order now and we'll deliver when available
- Out of Stock - Currently unavailable. Unfortunately, we don't know when or if this item will be back in stock.

Q - Can I still place an order for device (s) that is Out of Stock?

A - There are two types of Out-of-Stock indicators

1. Out of Stock – **Temporarily out of stock**. Order now and we'll deliver when available.
  - You can place an order in this status.
2. Out of Stock - **Currently unavailable**. Unfortunately, we don't know when or if this item will be back in stock.
  - No, you cannot place an order in this status
  - This is based on the inventory constraints from manufacture. We do apologize for any inconvenience
  - A recommendation is to select a device that is "In Stock"

Q - Can I still place an order for a device(s) when it's "Low Stock"?

A- Yes, you can! Please note:

- If the quantity of device(s) in your order is **under** the available stock, the order will be shipped
- If the quantity of device(s) in your order is **over** the available stock, the order will be held until it can be shipped together

Q - What happens when the total device quantity in my order is not available?

A - The entire order is placed on back order. The order will be shipped once all devices are available. An available option, is to split your order based on stock availability

Q- Can I combine my order with different devices?

A - Yes, of course! Your entire order will be shipped at the same time dependent on stock availability on all devices selected for the order.

Q- How long is my device(s) held once it's in the order cart?

A - The device(s) will be held for 15 minutes to complete the order request

Q- I need more time to checkout. What should I do?

A - No worries, when there is one-minute left on the order timer, a session **Timeout Warning** will pop up. Simply, click "continue" to add another 15 minutes for you to complete your order