

Shipping Costs Explained

- All international and domestic shipments must ship with FED-EX. If you have your own DHL or UPS account number then we can use these companies and bill to your account.
- **We don't ship with USPS because we have experienced too many problems.** If you can't accept FED-EX shipments at your location then we won't sell to you.
- As an internet merchant we ship an average of 60 orders per month. 90% of these orders are international. We have seen a 3% failure rate on USPS shipments. These shipments have been lost, stolen or damaged. The clowns that work at the post office do not care. They are rude and uncooperative. Customer support does not exist. The tracking offered by USPS is a joke.
- The bottom line is we are too busy to waste time dealing with lost packages and eating the losses. Please consider that we are a high volume commercial exporter and we see problems that a consumer may never experience.
- We do not make a profit on shipping. Yes it's true that our shipping costs are significantly higher than other internet merchants who use USPS. It's also true that traveling by airplane is more expensive than by donkey.

Ultimately we are responsible for delivering your order. If your order is lost, damaged or stolen it is our responsibility. USPS is not a reliable service and if you must have USPS shipping then you may contact our distributors in Thailand, <http://fmthai1.com> or <http://www.fmkorat.com>.

Most of our customers are other businesses that need fast reliable shipping. These customers are ordering more than \$1,000 in product and they don't want risky USPS shipping.

In conclusion we have found that customers who do not like our shipping policy are placing very small orders for personal/non-business use.

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Andrew M Griffith
President
Broadcast Concepts Inc
2451 NW 109th Ave Unit #7 Miami FL 33172
Email: rfengineer@broadcastconcepts.com; broadcast0541@bellsouth.net
Tel: 305.513.0941; 770.823.9908
Fax: 305.513.0541