

## DM International Dealership Policy & Agreement

In order to best service our International dealership locations and create the best possible partnerships, Dakota Micro has developed the below policies and procedures for all orders received from outside of the Continental United States and Canada.

### 1. ORDERS

- a) Minimum order size for International customers is \$500.
- b) Orders under \$500 will be accepted, but will be assessed a \$50 handling fee (each order).

### 2. PAYMENT

- a) All orders from International customers require payment of 100% in advance of product shipment, unless otherwise pre-approved.
- b) If payment is not received within 10 days of customer receipt of Proforma, product is “re-shelved” and order must be placed again. Customers who habitually delay payment (more than 3 instances in 6 months) will be assessed a handling fee of \$75 on their subsequent orders until prompt payment history is established.
- c) Dakota Micro is not responsible for any bank transfer fees from customer’s bank, as they are the responsibility of the issuing party. Please look into your bank fees to ensure that Dakota Micro receives the total amount invoiced, as the fees may be taken out of the transferred sum. If total amount is not received from issuing bank at the time of wire transfer receipt, amount will be billed to customer on their next order.
- d) Should customer be unable to rectify the lack of back billing on wire fees after the second subsequent order, Dakota Micro will automatically charge the associated bank wire fee per order.
- e) Dakota Micro is responsible for all bank charges from its own financial institution for receipt of wire transfers.
- f) All orders must be paid in full in USD, regardless of currency exchange issues resulting between the time of Proforma generation and payment received. Be sure to verify with your financial institution/Bank that Dakota Micro will be receiving the billed amount in USD.

### 3. FREIGHT

- a) Dakota Micro ships all international orders via the United Parcel Service (UPS); unless pickup is arranged alternatively by customer.
- b) Dakota Micro calculates estimated freight based on the weight of product ordered and includes that cost on a dealerships Proforma invoice. Estimated freight must be paid at the time of product payment and will be included on Proforma Invoice.
- c) If Customer prefers to utilize their own UPS Account number, shipping charges may be billed directly to their account.

### 4. ORDER CHANGES

If customer requests a change to an order (A change consists of: product additions, product removal, partial shipment, order cancellation, etc), before the Proforma has been paid, dealership will be required to pay:

- a) Order adjustment fee of \$40 per change
- b) Any additional freight costs
- c) Cost of added products

If customer requests a change to an order (A change consists of: product additions, product removal, partial shipment, order cancellation, etc), after the Proforma has been paid, but before it is shipped, dealership will be required to pay:

- a) Order adjustment fee of \$40 per change
- b) Any additional freight costs
- c) Any additional fees associated including additional wire transfer fees, freight, order adjustment fees and cost of added product. If change is to remove product, cost of product removed will be deducted from Proforma but order adjustment fee will still be assessed

**5. WARRANTY & NON WARRANTY REPAIRS**

In consideration of the increasing cost of freight to ship products back to the factory and in turn, back to the customer, in the cases of International Warranty and non-warranty repairs, Dakota Micro has instituted the following policy:

- a) All Dakota Micro products shipped outside of the continental US & Canada are warranted for a period of 1 (one) year, unless otherwise stated in writing.
- b) Customer must email complete details to [repairs@dakotamicro.com](mailto:repairs@dakotamicro.com) before sending product to Dakota Micro. Details must include complete description and pictures of issues so as to properly determine type of repair (warranty or non). Cost of freight to return products to Dakota Micro for repair will be borne by the customer.
- c) Where possible, Dakota Micro will return all repaired products with the next order placed by customer. Dakota Micro will communicate with customer to evaluate how/when repair products will be returned if no other product is expected to be ordered by customer in a reasonable amount of time.
- d) Any charges incurred from repairing non-warranted products will be charged to the customer at the time of their next order. Customer will be fully informed and communicated with in regards to any potential charges.
- e) It is requested, but not required, that customers “hold” repairs and send several in to Dakota Micro at one time for ease of processing.

**6. PRODUCT RETURNS:**

- a) Product purchased by International customers and shipped overseas cannot be returned for refund or credit.