

Shipping Policy

Dakota Micro's policy is to strive to provide our customers with the most cost effective and efficient shipping methods available. Dakota Micro ships orders on a FIFO (First In, First Out) basis.

Unless otherwise specified by the customer, Dakota Micro will ship all orders via UPS Ground. Actual time to delivery and shipping cost will be based on a combination of shipping method (IE: Next day, 2nd Day, ground), shipment destination and item availability.

Hours of Operation:

Our normal business days are Monday through Friday 8:30am-5:00pm Central time, excluding holidays. These holidays include:

- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day

Dakota Micro, Inc. routinely closes for inventory and factory maintenance for two weeks surrounding Christmas and New Years. If business warrants remaining open during this period of time, then only the scheduled holiday hours will be enforced.

Shipping Detail:

- Dakota Micro does not offer same day shipping except under extraordinary circumstances when approved by management.
- Orders placed after business hours (5:00pm) or on a weekend or holiday (listed above) will be processed the following business day (IE: An order placed on Monday at 6:00pm will be considered to have been received on Tuesday).
- Upon placement of your order, you should receive an email confirming your order, if you do not receive one please contact your Sales Rep to ensure that the order has been received. The actual ship date will be listed on this confirmation.
- All orders are shipped via United Parcel Service (UPS) unless alternative pickup carrier has been implemented by the recipient. Delivery times will depend upon location.

Expedited Shipment Availability:

- Alternative shipping methods are available upon request including UPS 3 Day, UPS 2nd Day, and UPS Next Day.
- Expedited shipping requests will be evaluated on a case by case basis and each customer will be notified upon receipt of order whether or not expedited shipment will be possible.
- Please note that expedited orders placed on Friday cannot be delivered on the weekend.

Shipping Charges:

- Dakota Micro's shipping requirements are unique to each order so it is not possible to accurately determine shipping charges until your order is fulfilled.
- Our shipping charges are determined by the total weight of your order, box dimensions, delivery address and address type (IE: commercial or residential).
- Shipping and handling charges are added once the order is processed and the shipping charges will appear on your invoice.
- Please keep in mind that UPS charges extended fees for what they consider "rural" and "extended rural" locations, and that a small shipment to a rural location may cost more than a larger shipment to a metropolitan location.
- Customers may provide their own UPS number for use by Dakota Micro for shipments.

Free Shipping for orders over \$5,000

- Dakota Micro offers free freight for orders over \$5,000 that is being shipped into the continental United States.
- Free freight is offered via UPS Ground Only. If customer would like expedited shipping, standard shipping costs will apply.

Partial Shipments:

Dakota Micro prefers not to send partial shipments, but if you order more than one item and part of your order is unavailable due to lack of inventory or production delays, partial shipments are offered. In this circumstance, the in-stock item(s) would be shipped per our normal processing time and the remaining item(s) would be shipped separately when they become available.

International Shipments:

Orders shipped outside of the USA may be subject to local customs charges and clearing fees. Dakota Micro, Inc. will provide a Certificate of Origin for all shipments. Estimated shipping charges for International orders will be due before product is shipped. Taxes and Tariffs will be borne by the recipient. International customers see "DM International Dealer Policy" for additional details.

**In the event of unforeseeable or uncontrollable conditions, longer lead time may be implemented.*

Management System Registered to ISO 9001

If this document is stored anywhere other than a controlled Dakota Micro, Inc. location, check with Dakota Micro to verify if you have the most recent revision.