

Shipping Policy

Dakota Micro, Inc.'s policy is to strive to provide our customers with the most cost effective and efficient shipping methods available.

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
- 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, Inc. ships orders on a FIFO (First In, First Out) basis.
- All orders are shipped via United Parcel Service (UPS) Ground unless an alternative pickup carrier has been implemented by the recipient. Delivery times will depend upon location.
- Actual time to deliver and shipping cost will be based on a combination of shipping method (IE: Next Day, 2nd Day, Ground), shipment destination and item availability.
- Dakota Micro, Inc. 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.

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, Inc.'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, Inc. for shipments.

Free Shipping for orders over \$5,000

- Dakota Micro, Inc. offers free freight for orders over \$5,000 that is being shipped in the continental United States. This discount is not available for international shipments.
- Free freight is offered via UPS Ground Only. If customer would like expedited shipping, standard shipping costs will apply.

Partial Shipments

Dakota Micro, Inc. 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

- Dakota Micro, Inc. ships all international orders via the United Parcel Service (UPS); unless pickup is arranged alternatively by the customer.
- Dakota Micro, Inc. calculates estimated shipping costs based on the weight of product ordered. Shipping charges must be paid at the time of product payment, before the product is shipped and will be included on the Proforma Invoice.
- If Customer prefers to utilize their own UPS Account number, shipping charges may be billed directly to their account.
- 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.
- Taxes and tariffs will be borne by the recipient.

**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, Inc. to verify if you have the most recent revision.