

### New Product Return Credit

In an effort to maintain customer satisfaction and support, Dakota Micro, Inc. will allow **NEW, unopened, products** to be returned within the below listed time frames. Products can be returned on the basis that customer expectation has not been met, market has not allowed resale or the purchaser simply does not have reason to use the equipment.

**Dakota Micro, Inc. WILL NOT accept return of new product from purchases made from anyone other than Dakota Micro, Inc. directly.** If you have purchased product from a source OTHER than directly from Dakota Micro, Inc. stop here and return to your original vendor.

#### New Product Return Credit Specifications

- All returns are subject to a restocking fee of \$25 or 10% (whichever is greater) and will automatically be deducted from the amount of credit authorized from the return.
- For any customer who purchased a product directly from Dakota Micro, Inc. they may return it within ninety (90) days **for credit ONLY**. Credit issuance is as follows:
  - Full credit, (minus restocking fee) if received within 2 weeks from invoice date
  - 75% credit (minus restocking fee) if received within 30 days from invoice date
  - 50% credit (minus restocking fee) if received within 90 days from invoice date
- All restocking fees will be deducted from the credit value received.
- No returns will be accepted after 90 days from date of purchase, unless they are pre-authorized by upper management and only under extraordinary circumstances.
- If the product is not in NEW condition and still in its original packaging, customer will not receive full credit. If product is used in any way, Dakota Micro, Inc. will be responsible for deciding the amount of credit to be given to the purchaser. The amount of credit will be pro-rated depending on the time frame it was returned and the state of the returned product, i.e. packaging open; unit has been abused, or used, product components missing, etc.
- **Any product returned without proper documentation may be returned at customer's expense.**

#### Credits for Product Returns

- In order to avoid confusion, credits will only be applied to invoices specified by the customer
- Dealers who are no longer interested in selling Dakota Micro, Inc. products will be issued a check in the amount of available credit after all outstanding balances have been deducted.

#### Product Return for Terminated Dealers

- Dealers who are terminated or quit actively distributing Dakota Micro, Inc. products, may return product, within the above guidelines listed under "New Product Return Credit Specifications", and can receive either cash payment in the place of credit for returned product after all open invoices have been fulfilled.

#### New Product Return Credit Process

- 1) Call 1-701-538-4403
- 2) Request to Return New product and indicate your reasons for doing so.
- 3) You will be sent a **New Product Return Form** via email to fill out and include with the packaging of your returned product. Returned products MUST include:
  - a. Product to be returned in NEW condition, unless otherwise agreed upon
  - b. The completed **New Product Return Form**
  - c. Original/Copy of original receipt of purchase of product from Dakota Micro, Inc.  
**\*Dakota Micro, Inc. WILL NOT accept return of new product from purchases made from a Distributor or Dealership. All purchases made from a source OTHER than Dakota Micro, Inc. the customer must return to that source to return product.**
  - d. Mail product to:  
Dakota Micro, Inc.  
Attn: Returns  
8659 148<sup>1/2</sup> Ave. SE  
Cayuga, ND 58013
  - e. Upon receipt and evaluation of product at Dakota Micro, Inc. Factory, a Credit Memo/payment will be issued to customer for the credit allowed, minus restocking fee.
- 4) Any product(s) returned without proper documentation may result in no credit and product(s) being returned at customer's expense.