



TERMS & POLICIES

PAYMENT TERMS

OPEN ACCOUNTS - Payment terms for approved accounts is **NET 30 Days from the date of invoice**. Payment is due in full within thirty days of invoice. No statement will be sent unless requested. Please pay from the invoice and remit to: **DSI Incorporated**
PO Box 699
West Fargo, ND 58078

LATE PAYMENT CHARGE - A **1.75% Late Payment Charge** will be assessed on balances 30 days past due. You may pay the total unpaid balance at any time within 30 days of statement date without incurring additional Late Payment Charges.

NEW OR PAST DUE ACCOUNTS - **Credit Card** terms apply on new accounts until credit is established and on any account with past due invoices (invoices not paid within 30 days). Delinquent accounts over 60 days past due will be turned over for collection and will be placed on Permanent Credit Card or Cash Only basis.

RETURNED CHECKS - A \$30.00 fee will be charged to all checks returned for any reason. Customers submitting NSF checks will be put on a Credit Card or Cash Only basis.

PRICES & TAXES

PRICES - All prices are subject to change without notice. Please confirm pricing and shipping/handling fees when ordering

TAXES - A Certificate of Resale is required for all customers who wish to purchase from DSI on a tax exempt basis. **If we do not have a Certificate on file, we are required by law to charge you State and Local Sales Taxes.** All purchases made by customers with Certificates on file are assumed to be for resale. Therefore, customer is liable for any taxes on products purchased for their own consumption. Sales Taxes, where applicable are assessed to the total value of goods and shipping charges. Tax Laws require that Certificates of Resale be updated annually.

ORDERING INFORMATION

MINIMUM ORDER - **\$15.00 net value**. Original orders under \$15.00 will be charged a \$3.50 handling charge.

SHIPPING - It is our objective to ship every order the same business day. However, fluctuations in daily order volume may cause some delays. **If you require your order to be shipped the same day, please call by 2:00 PM and notify the sales team of the need to ship that day.** Please specify the carrier you would like if you have a preference.

SPECIAL ORDERS - Non-stocking items are considered Special Order and are not returnable. All shipping and handling charges incurred by the Special Order are charged to the customer. In many cases, the product will be shipped direct to you from the factory.

BACKORDERS - Out of stock items are placed on Backorder to be shipped when stock is available. Terms and Conditions of the original order apply. Cancellations must be via email, fax or through chat on website.

SHORTAGES/DAMAGES - Upon receiving product all shortages and/or damages must be notated to the freight company and reported to DSI within 24 hours of receiving the shipment to receive credit on the product.

FREIGHT PROGRAM

FREIGHT - Customer pays all applicable freight and handling charges unless minimums are met. Additional fees including lift gate & hazardous material fees, where applicable, are the responsibility of the customer on all orders.

FREIGHT MINIMUMS*

Reconditioning Supplies.....\$75* - Freight Prepaid
Accessories.....\$750* - \$10 Flat Fee
Oversized & LTL Accessories.....\$1,500* - \$50 Flat Fee

*Excludes Special Order items and Drop Ships from the factory which are shipped freight collect only

*Orders less than minimums will be charged actual freight cost

HAZARDOUS MATERIALS HANDLING FEE - Most parcel carriers charge a Hazardous Materials Fee on products so classified by the federal I.C.C. This fee is to cover the cost of paperwork, etc. Currently, the charge is a minimum of \$18.00 depending on the carrier. Please request information on which products are subject to this fee. It is more economical to ship larger orders via common carrier.

DELIVERY - DSI offers free delivery of orders in the local metropolitan areas where our warehouses are located.

RETURN POLICY

ALL RETURNS MUST BE APPROVED BEFORE SENDING BACK. CREDIT WILL NOT BE ISSUED ON UNAUTHORIZED RETURNS.

WARRANTY/GUARANTEE - The warranty of guarantee of a product is determined by the manufacturer. Warranty is limited to product replacement only (labor is not allowed). Please request specific warranty information.

WARRANTY RETURNS - All returns of defective goods must be pre-approved and contain additional information such as customers name, installation date, nature of problem, serial or registration number, etc. Warranty claim requirements vary and will be detailed upon return approval. Returns must be sent back freight prepaid. Freight will be credited back to you, if so entitled. Returns not covered by warranty will be sent back without credit. Credit will not be issued without complete warranty information. Product modified or damaged by the customer will not be credited. **WARRANTY PARTS MUST BE RETURNED TO DSI WITHIN 14 DAYS OF REPAIR DATE TO PROCESS CLAIM!**

STOCK ADJUSTMENTS - Approved returns of non-warranty items are subject to a **20% Restocking Charge**. Credit will only be issued if the item was originally purchased from DSI in the last 12 months, is in resalable condition and is a current stocking item (Special Order items are not returnable). Returns must be shipped freight prepaid and credit will be issued at your lowest acquisition cost for that particular product, less the restocking fee. Credit memos issued for returned products must be used for future purchases, checks will not be issued. **Returns are limited to 5% of your previous years purchases.** Returns accompanied by a 2:1 offsetting order will have the Restocking Charge waived. Chemicals are not accepted for return after 60 days or if the product has been opened.

For your
convenience
we accept...



Effective November 1st, 2021