

### **Dakota Micro, Inc. 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 decide the best shipping method available for each individual order. Actual time to delivery will be a combination of shipping method, shipment destination and item availability.

#### **Hours of Operation:**

Our normal business days are Monday through Friday 9:00am-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 Methods:**

Dakota Micro, Inc. ships, under normal circumstances, product within 3-5\*business days of order receipt via:

Orders OVER 2 pounds - United Parcel Service (UPS) –Insured for replacement value

Orders LESS than 2 pounds - United States Postal Service (USPS) - uninsured

#### **Expedited Shipment Availability:**

Alternative shipping methods are available upon request including UPS 3 Day, UPS 2nd Day, UPS Next Day and USPS Express Mail. Rush or Expedited shipments 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.

#### **ANY order placed after 11:00pm will NOT be shipped that same business day.**

#### **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 and insurance. 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.

#### **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.

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

*Updated 02/25/10*