

New Product Return Credit

In an effort to maintain customer satisfaction and support, DM 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.

DM WILL NOT accept return of new product from purchases made from a Distributor or Dealership. 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 DM, 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 date of purchase
 - 75% credit (minus restocking fee) if received within 30 days from date of purchase
 - 50% credit (minus restocking fee) if received within 90 days from date of purchase
- All restocking fees will be deducted from the credit value received.
- No returns will be accepted after 90 days from date of purchase.
- 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, DM 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, etc.
- **Any product returned without proper documentation may be returned at customer's expense.**

Product Return for Terminated Distributors (NOT applicable to dealers).

- Distributors who are terminated or quit actively distributing DM products, may return product, within the above guidelines listed under "New Product Return Credit Specifications", and receive cash payment in the place of credit for returned product.

New Product Return Credit Process

- 1) Call 1 866 462-4226 and select Option "1"
- 2) Request to Return New product and indicate your reasons for doing so.
- 3) You will be given a PR (Product Return) number to put on the outside of the packaging of your returned product.

Returned products MUST include:

- a. Product to be returned in NEW condition, unless otherwise agreed upon
- b. Original/Copy of original receipt of purchase of product from Dakota Micro.
****DM WILL NOT accept return of new product from purchases made from a Distributor or Dealership. All purchases made from a source OTHER than DM, the customer must return to that source to return product.***
- c. Mail product to:
Dakota Micro, Inc.
Attn: New Product Return Credit, PR# XXXX
8659 148th Ave. SE
Cayuga, ND 58013
- d. Upon receipt and evaluation of product at DM Factory, a Credit Memo/payment will be issued to customer for the credit allowed, minus restocking fee.

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