



SALES - POLICIES AND PROCEDURES

Papers Needed to Open an Account:

A credit application is filled out and returned for processing. If customer is approved, they are set up on a Net-30 Day Terms. Note: If customer information received back (bank, trade references, Dunn & Bradstreet) is inconclusive, the sales representative will help decide terms (Net or COD).

Credit cards are also accepted: Visa, Mastercard and American Express.

Dortronics Systems, Inc. will not accept Credit card information via e-mail.

Minimum Order:

There is no minimum order; however, if a customer is going to buy a small quantity, low dollar amount on a one-time basis, the order will be shipped COD or credit card. Customer also has the option to send payment in advance.

Freight Policy:

Freight is prepaid and billed on all invoices which are mailed the day after shipment.

Carriers used are UPS, FED-EX and trucking. Customer may choose to use own account.

Drop ship Info:

To be advised during verbal phone order, or specified on E-mail or faxed purchase orders.

Contact (Sales):

Mike Palermo – Sales/Customer Service

Stuart Arthur – Sales/Applications Specialist

Bryan Sanderford - National Sales Manager

Contact (Technical):

Joe Hanna – Engineer/Applications Specialist

Kevin King – Engineering Support

Contact (Credit):

Teri Harboy – Accounting; New Customer Accounts

Special Dealer Programs:

Large quantity discount pricing is negotiable and reviewed on a situation-by-situation basis.

Product Warranties

All electromagnetic locks have a **LIFETIME GUARANTEE** against defects in material and workmanship. Defective units will be replaced or repaired based upon incoming evaluation and inspection.

All other Dortronics components of the Electric Locking System shall be similarly warranted for a period of one year. Expressed warranties are conditionally based on the requirement that the items covered within the guarantee are used and maintained in accordance with the manufacturer's recommendations.

Returns:

A Return Authorization Number must be obtained and accompany all returns within 14 days of issue.

Unused items returned for credit must be complete and packed in original unit box and are subject to a 15% restocking fee. Any shipping or order discrepancies must be reported within 5 days of receipt.