

Terms and Conditions

Dynabrade reserves the right to alter or amend Warehouse Distributor discounts and guidelines. Terms 1%-10 days, net 30 days.

Shipping & Handling Charges: Dynabrade will pay the standard shipping/handling charges on individual orders that have "prepay-and-add" freight terms that total at least \$1,000.00 net for portable machines, parts and abrasives shipped to one warehouse distributor location within the U.S., excluding Alaska, Hawaii and U.S. possessions - see below. For invoices totalling less than \$1,000.00 net, a \$8.25 shipping/handling charge will be added to the invoice. This charge includes ground freight within the U.S. It excludes products sold F.O.B. Factory. Shipping/handling charges of all back-orders, resulting from our inability to ship, will be paid by Dynabrade excluding products sold F.O.B. Factory. When a premium form of transportation is specified all shipping/handling charges will be added to your invoice, based on current published UPS rates for the type of service provided, or as applicable.

Shipping & Handling for Downdraft Tables: Call for shipping charges on all models.

Consignee Billing/UPS Collect: All shipments requesting consignee billing or UPS Collect, including back-orders, will be shipped F.O.B. Factory, regardless of value.

Drop Shipments: We realize that, at times, drop shipments to your customers are advantageous. Upon request, any of these products may be drop-shipped directly to a single destination. All drop-shipped goods, including back-orders, regardless of value, will be shipped F.O.B. Factory to a single destination. Charges will be based upon current published UPS rates for type of service provided, subject to a minimum \$8.25 shipping/handling charge, which will be added to your invoice. A 35% discount will apply to tools, parts and accessories; all other products, normal discounts apply.

Shipping & Handling Charges for Alaska, Hawaii and U.S. Possessions: All shipments totalling \$1,800 net and over, Dynabrade will pay the standard shipping/handling charges. For orders less than \$1,800 net, freight charges will be shared equally by the Warehouse and Dynabrade, subject to a minimum of \$8.25. Downdraft tables freight charges will be added to invoice total based upon most economical form of transportation to customer.

General Repair *Have your tools repaired by our factory experts!*

Flat Rate Repair

Flat rate repair charges include labor and all necessary parts needed to restore the tool to approved factory performance levels. Your flat rate repair discount of 35% will apply. Dynabrade will only repair standard items that were returned with the tool (i.e. if accessories such as sanding pads, etc. are missing from the tool or damaged, they will not be replaced. They will need to be purchased separately). We may determine, based on our examination, that a product is beyond economical repair. If so determined, products will be returned to sender free of charge. A \$8.25 shipping/handling charge will be added to the invoice.

Itemized Estimate

In rare cases where an itemized estimate is required prior to approval, a \$60.00 flat rate labor charge, plus parts, will apply. If the repair is not approved, the \$60.00 net charge will still apply. Tool will be returned unassembled unless otherwise requested. Please note on your purchase order "Estimate Required." A \$8.25 shipping/handling charge will be added to the invoice.

Warranty—Flat Rate Repair (Order "USA Automotive Aftermarket Flat Rate Repair Prices" separately.)

Tools, assemblies and parts that are repaired will carry a 90-day warranty. This warranty is limited to the repair or replacement, as Dynabrade, Inc. may elect, of any defective parts which are replaced on the original repair, regarding which, upon discovery of the defects the purchaser has given written notice. Transportation costs are not included. Dynabrade, Inc. does not make any warranty, expressed or implied, other than the warranty contained herein. When returning a tool for which you are requesting warranty repair, please include a copy of your original invoice to the end user indicating date, serial number and model number. We will then inspect the tool to determine if the problem is covered by our standard warranty and advise if we determine otherwise.

Dynabrade Warehouse Return Goods Policy — No Returns Without Factory Approval.

ALL RETURNS REQUIRE COMPLETED RETURN GOODS AUTHORIZATION (RGA) FORM. Please copy the RGA form on the back of this discount schedule. Enter all information and fax it to us. We will advise you promptly as to the terms of the return. Dynabrade reserves the right of final inspection on returning tools to insure "saleable condition". UNDER NO CIRCUMSTANCES SHALL ARBITRARY RETURNS OR DEBITS BE ACCEPTED AND/OR APPROVED.

1. Tools, parts, accessories and abrasives returned within 30 days (RGA FORM REQUIRED.)

All items returned in "like-new" condition within 30 days - NO RESTOCKING CHARGE.

2. Tools, parts and accessories returned after 30 days and before one year (RGA FORM REQUIRED.)

Items returned in "like-new" condition will be accepted at no penalty with off-setting order. Additional charges, including parts and labor, may be assessed if items are not in "like-new" condition. If there is no off-setting order, a 20% restocking charge will be assessed.

3. Tools, parts and accessories over 1 year old (RGA FORM REQUIRED.)

Current portable tools over one year old and in "like-new" condition will be considered for return by Dynabrade. If permission is granted, the amount of credit allowed will be determined by Dynabrade after inspection of tools. No returns will be processed without a copy of the approved RGA.

4. Coated Abrasives (RGA FORM REQUIRED.)

As coated abrasive products are vulnerable to changes in humidity and temperature, credit, if any, on items older than 30 days will be determined.

5. Non-Standard and Obsolete Merchandise Non-standard and obsolete merchandise is not returnable for any reason.

6. "Like-New" Condition Determination

Dynabrade reserves the right of final inspection on returning tools to insure "new" condition prior to approval of all credits.