

Dealer Policies

GENERAL TERMS AND CONDITIONS:

AGD products are guaranteed to be free from manufacturing defects. If any ADG product is found to be defective, AGD will replace the product at no charge. No other guarantee is expressed or implied.

ACTIVITY STATEMENT:

We will always support the first dealer that brings us to an account. However, if no activity occurs within 180 days AGD reserves the right to re-approach the account with another dealer partner.

PAYMENT TERMS:

Net 30 Days from invoice date – *All payments must be received by AGD within 30 days of the invoice date.*

TRANSPORTATION:

In the continental U.S. orders of \$5000.00 or greater will be shipped prepaid. Orders under \$5000.00 will incur the appropriate freight charges. There is no Minimum Order. Any Order, unless marked as Demo Order or First Order, under \$1,500 will be charged a \$30 handling fee plus freight. Orders shipped to Alaska, Hawaii and Canada will incur additional freight charges based upon the order configuration. The appropriate freight charges will be added to the invoice.

EXPEDITED ORDERS:

If an order is needed for delivery earlier than standard lead times, a rush order charge of \$250.00 plus freight will be added to the order at the time of invoicing. (Manufacturing must approve production dates for rush orders.) Any additional charges for expedited delivery will be invoiced accordingly.

CHEMISTRY ORDERS:

All orders of chemistry must be shipped with plates to avoid additional freight charges. When orders are placed for chemistry with plates, the chemistry is delivered as part of the combined order with no additional freight charges. If chemistry is added after the plate order has been entered, the order must be treated as a separate order item and freight charges will apply. Rush chemistry orders can not be accepted for same day shipping.

Customers that have chemistry included as part of a bundled arrangement **must** take the appropriate chemistry when placing their plate order. If chemistry is requested separate from plates the appropriate chemistry and delivery charges will apply.

RETURN POLICY:

All returns *must have* prior authorization, which includes a Return Merchandise Authorization number. Authorization can be requested by contacting AGD at (732) 851-5743 or by faxing the request to (732) 851-5744. Please indicate the following information:

- Product description
- Quantity
- Batch number
- Size and gauge
- Date and number of original invoice
- Reason for request

All returns, except for freight damage claims, must be in clean, original packaging free from markings. All returns should be made by prepaid transportation. Except for defective material or shipping errors by AGD a restocking charge of 25% will be charged for all returns. *No returns will be accepted 30 days after the original invoice date.*

Freight damage claims must be brought to the attention of the carrier upon delivery. AGD cannot process any claims without immediate notification of a transit damage issue.

It is the responsibility of the Dealer to provide his/her customer with Return Merchandise Authorization (RMA's) for the return of material to AGD. All RMA's with instructions will be sent to the dealer. AGD reserves the right to deny credit on an approved RMA if not returned within 20 days from date of receipt. Credit will not be given for any plates, chemistry, or equipment damaged in transit due to improper packaging of AGD products.

ORDERING AND DELIVERY INFORMATION

STANDARD COMMERCIAL SIZES:

When inventory is established for your customer it is considered a STANDARD SIZE. They will be shipped within ten (10) business days of receipt of order. There is no Minimum Order. Any Order, unless marked as Demo Order or First Order, under \$1,500 will be charged a \$30 handling fee plus freight. It is the Distributor/Dealers responsibility to stock the proper quantity for their customers. Orders should be faxed to AGD at (732) 851-5744 or e-mailed to adgllc@optimum.net. All orders will be acknowledged with an order confirmation outlining availability and projected shipping date.

INVENTORY REQUEST FORMS:

Inventory request forms must be accompanied with a non-cancellable P.O. for the supply of requested product. To be released at the dealer's request, no later than 90 days. The dealer is responsible for all requested inventory. An increase or decrease must be requested on a new IRF.