



TERMS & POLICIES

PAYMENT TERMS

OPEN ACCOUNTS - Payment terms for approved accounts is **Net 30 Days** from the invoice date. Full payment is due within thirty (30) days.

Note: Statements will only be sent upon request.

Pay by check: **DSI Incorporated**
PO Box 699
West Fargo, ND 58078

LATE PAYMENT CHARGE - A **1.75% late fee** applies to balances over 30 days past due. Customers may pay the full unpaid balance within 30 days of the statement date without incurring additional late charges.

NEW or PAST DUE ACCOUNTS - Cash or credit card terms apply to new accounts (until credit is established) or any account with past due invoices (unpaid within 30 days). Accounts 60 days past due are considered delinquent, will be turned over for collection, and placed on permanent credit card terms.

RETURNED CHECKS - A **\$30 fee** will be charged for any returned checks. Customers with NSF checks will be moved to a cash or credit card basis.

CREDIT CARDS - No additional card fees on website orders or orders paid at the time of shipment. **Exception:** A 2% surcharge applies when paying an open account balance (Net 30 terms) by credit card.

PRICES & TAXES

PRICES - All prices are subject to change without notice. Please confirm pricing and shipping/handling fees at the time of ordering.

TAXES - A Certificate of Resale is required for all customers wishing to purchase from DSI on a tax-exempt basis. **If a valid certificate is not on file, we are legally required to charge applicable state and local sales taxes.** All purchases made by customers with a Certificate of Resale on file are considered for resale. Therefore, the customer assumes responsibility for any taxes due on products purchased for personal or internal use. Sales tax is calculated on the total value of goods and shipping charges.

Note: Resale Certificates must be updated annually in accordance with tax law.

ORDERING INFORMATION

MINIMUM ORDER - **\$20 minimum order** is required on all initial orders. Orders that do not meet this minimum will be subject to a \$5 handling fee.

SHIPPING - It is our objective to ship every order the same business day. However, fluctuations in daily order volume may cause some delays. **If you require your order to be shipped the same day, please call by 2:00 PM and notify the sales team of the need to ship that day.**

SPECIAL ORDERS - Items not regularly stocked by DSI are classified as Special Orders and are **non-returnable**. All shipping and handling charges associated with Special Orders are the responsibility of the customer. In many cases, items will ship directly from the manufacturer to expedite delivery.

BACKORDERS - Out of stock items are placed on Backorder to be shipped when stock is available. Terms and Conditions of the original order apply. Cancellations must be via email or through chat on website.

SHORTAGES/DAMAGES - Upon receiving product all shortages and/or damages must be noted to the freight company and reported to DSI within 24 hours of receiving the shipment to receive credit on the product.

FREIGHT PROGRAM

Customers are responsible for all freight and handling charges unless their order meets the minimum threshold for prepaid freight. Additional charges, such as liftgate service fees, oversized and hazardous material handling fees, where applicable, remain the responsibility of the customer.

PREPAID FREIGHT MINIMUMS* -

Reconditioning Supplies.....All items FREE

Accessories.....Orders over \$750

Oversized & LTL Accessories.....Orders over \$1,750

*Prepaid freight does not apply to special-order items or drop shipments, which are shipped freight collect

*Orders below the minimum threshold will be charged freight based on the rates displayed on our website

*Exclusions may apply for shipments outside our regional shipping area: North Dakota, South Dakota, Minnesota, Iowa, Nebraska, and Wisconsin

HAZARDOUS MATERIALS HANDLING FEE - Most parcel carriers apply a Hazardous Materials fee to products classified as such by federal I.C.C. regulations. While we have included this fee in the price of most items, we reserve the right to apply a separate charge at our discretion if necessary. The hazard fee—typically starting at \$24, depending on the carrier—covers administrative and compliance costs related to handling hazardous goods.

DELIVERY - DSI provides free delivery for orders within the metropolitan areas served by our warehouse locations. To qualify for this service, orders must meet a minimum value of \$20.

RETURN POLICY

ALL RETURNS MUST BE APPROVED BEFORE SENDING BACK. CREDIT WILL NOT BE ISSUED ON UNAUTHORIZED RETURNS.

WARRANTY/GUARANTEE - The warranty of guarantee of a product is determined by the manufacturer. Warranty is limited to product replacement only (labor is not allowed). Please request specific warranty information.

WARRANTY RETURNS - All returns of defective goods must be pre-approved and contain additional information such as customers name, installation date, nature of problem, serial or registration number, etc. Warranty claim requirements vary and will be detailed upon return approval. Returns must be sent back freight prepaid. Freight will be credited back to you, if so entitled. Returns not covered by warranty will be sent back without credit. Credit will not be issued without complete warranty information. Product modified or damaged by the customer will not be credited. **WARRANTY PARTS MUST BE RETURNED TO DSI WITHIN 14 DAYS OF REPAIR DATE TO PROCESS CLAIM!**

STOCK ADJUSTMENTS - Approved returns of non-warranty items are subject to a **20% Restocking Charge**. Credit will only be issued if the item was originally purchased from DSI in the last 12 months, is in resalable condition and is a current stocking item (Special Order items are not returnable). Returns must be shipped freight prepaid and credit will be issued at your lowest acquisition cost for that particular product, less the restocking fee. Credit memos issued for returned products must be used for future purchases, checks will not be issued. **Returns are limited to 5% of your previous years purchases.** Returns accompanied by a 2:1 offsetting order will have the Restocking Charge waived. Chemicals are not accepted for return after 60 days or if the product has been opened.

For your convenience,
we accept these
payment methods...



Effective August 1, 2025