



## International Dealer Terms and Promotional Support

### Policies and Terms

#### Prices

All prices listed in the 2013 Didax catalog and price list are recommended US retail prices and are subject to change without notice. Prices are effective through December 31, 2013.

#### Back Orders

If stock is not available at time of shipment, the back-ordered item(s) will be cancelled off the purchase order, and you will be notified.

#### Discounts

Didax offers a 50% standard discount to our authorized dealers on proprietary merchandise only, with a \$250 USD net minimum purchase, after deleted back-orders (if any).

#### Payment

All foreign accounts are required to prepay all orders. Didax accepts Visa, MasterCard, American Express, Discover, and electronic fund transfers (a.k.a. wire transfers). Please note there is an extra charge of \$25 USD for bank fee.

#### Shipping and Handling

All shipments are F.O.B. Didax's shipping point in Rowley, Massachusetts 01969, USA. The use of a freight forwarder is strongly recommended. Otherwise, Didax uses the United States Postal Service, and freight costs and handling charges will be added to your invoice. Any subsequent charges will be invoiced separately.

#### New Accounts

Initial order from new accounts should be prepaid and include your company's information. Opening order should be at least \$250 USD net price, after deleted back-orders (if any).

#### Damaged Products

All damaged merchandise must be reported to Customer Service within 15 days of receipt of shipment, and digital photographs forwarded to [info@didaxdealer.com](mailto:info@didaxdealer.com). For damages resulting from product defects, we will issue a credit to your account.

### Marketing Support and Promotions

#### Catalogs

Extra copies of our dealer catalog are available on request.

#### Electronic Files

High-resolution images of our products plus copy are available on disc or you can download from our ftp-site; please e-mail [info@didaxdealer.com](mailto:info@didaxdealer.com) for more information.