CANADA
Dixie-Electric Ltd.
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Concord, Ontario L4K 4W8
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USA
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Phone: 763-475-6629 • Fax: 763-475-6635
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General Terms & Conditions of Sale

Sales

1. Please refer to your applicable price list.
2. Standard payment terms are net 30 days.
3. Freight, please refer to your standard freight policy.

Warranty & Liability

1. All warranty returns must have an RGA (Return Goods Authorization) number
   [To request an RGA Number, visit: www.dixie-electric.com/rga]
2. Dixie guarantees our units to be free of defects in material or workmanship under normal use and service.
3. This warranty does not apply to loss of vehicle or equipment, loss of time, inconvenience or other incidental or consequential damages.
4. Product failing within the warranty period must be identified on a separate return form, the product must be assembled and have a completed warranty form attached.
5. Warranty returns are to be identified separately from other returns
6. Warranty form accompany each unit
7. For more details, please refer to the Dixie Limited warranty policy.

Core Returns

1. All Core returns must have an RGA (Return Goods Authorization) number
   [To request an RGA Number, visit: www.dixie-electric.com/rga]
2. All cores must be returned in a Dixie branded box. Broken cores or without Dixie box will receive 50% core price.
3. Core returns over 500 lbs. can be shipped freight collect via Dixie approved carrier.
4. Core returns of less than 500 lbs can be shipped prepaid to the closest Dixie warehouse.
5. Core returns should be identified separate from any other returns.

New Returns

1. Any new returns must have an RGA (Return Goods Authorization) number
   [To request an RGA Number, visit: www.dixie-electric.com/rga]
2. Parts may be returned due to an error or cancellation of an order. A copy of the original invoice or packing slip should accompany the goods and the reason for return.
3. The products must be in new condition and returned in the original packaging.
4. New parts returns must be shipped freight prepaid to the nearest warehouse.
5. Handling fee will apply to new returns.

Obsolescence

1. Any new returns must have a Return Goods Authorization (RGA)
   [To request an RGA Number, visit: www.dixie-electric.com/rga]
2. Obsolescence returns are limited to 5% of the previous year's net purchases.
3. An offsetting order of equal value is required.
4. Obsolescence is limited to one return per year.
5. All returns must be in new condition and in the original packaging.
6. Obsolescence returns must be shipped to your servicing Dixie warehouse prepaid.

Discrepancies/Claims

1. Discrepancies in shipment must be submitted within 3 days of receipt of goods.
2. Claims for discrepancies regarding returns, credits or invoices must be submitted within 30 days.

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