



## **Dynamix Reseller Policy**

1031 E. Mountain Street Bldg 301  
Kernersville, NC. 27284  
USA  
Business number: 888-802-0304  
Facsimile number: 877-292-2536

### **Qualification**

To qualify as a Dynamix authorized dealer/Reseller, a prospective reseller must complete a reseller application form and submit copies of your reseller permit to Dynamix. Dynamix reserves the right to reject a reseller application for any reason, and acceptance as a Dynamix reseller is solely at Dynamix's discretion.

### **Price & Price Changes**

Please contact a sales agent for your tiered price listing as revised and published from time to time.

Prices do not include shipping, handling, insurance valuation, or taxes (if any).

All product prices and terms of sale are subject to change without prior notice.

### **Reseller Discounts & Incentive Program**

Please refer to the Dynamix Reseller Pricing List for Reseller's discounts and incentive programs. Please ask your assigned representative for more details.

### **Payment Terms**

All payments are due with receipt of order and prior to product shipment. Dynamix will accept Cashier's Checks, Company Check, Wire Transfer, PAYPAL and the following Credit cards: Visa, MasterCard, Discover. Resellers wishing to pay by Credit Card/Paypal will have to add a 1% Processing Fee and have a limit on the Credit Card/Paypal Transaction of \$5,000. On orders over \$5,000 Dynamix will only accept Cashier's Checks, Company Check, Wire Transfer. If payment is made by Reseller Business Check, shipment may be delayed until the payment check has cleared bank processing. Returned checks will be subject to a \$50 service charge or the maximum allowable by governing state law, and may be grounds for immediate closure of your reseller account. Dynamix may agree to establish net 30 days open account terms after established business with Dynamix. Dynamix reserves the right to establish credit limits, and may refuse credit based upon reseller's credit information. All payments need to be made in US currency. Foreign currency needs to be converted first prior to deposits. All conversion fees are to be paid by the sender/customer. Any and all fee charged to Dynamix will then be billed back to the customer/reseller.

### **Shipping, Handling & Insurance Valuation**

Dynamix will add shipping, handling, and insurance valuation on all orders. Orders are typically shipped within a previously established time frame. For single item orders we usually process all shipments same day on orders placed prior to 2:00PM (EST) payment, via United Parcel

Service Ground-Track. Reseller may opt to upgrade shipping to "Next Day" or "2'nd Day" Air priority at additional cost. All shipments will be directed to the Reseller unless otherwise specified. Resellers/Distributors may also choose to have shipments billed to their courier account. Fedex is our current courier of choice and provides daily pickup service at our warehouse. We do offer blind drop shipments directly to the purchasing end user.

### **Handlings fees**

1. Orders below \$1,000.00 (handing fees of \$5.00us will be charged)

2. Orders above \$1,000.00 (handling fees of \$10.00us will be charged)

### **Return Material Authorization (RMA)**

All sales are final, excepting error by Dynamix. All warranty defect returns must be accompanied by an RMA issued by Dynamix, returned shipping prepaid by the reseller. Dynamix reserves the right to refuse warranty replacement on any items it deems have been abused or misused.

Dynamix may, at our discretion, accept new current reseller stock in return for exchange or credit, subject to a 25% restocking fee.

### **Warranties**

All Dynamix Monitors/ Computers are warranted for 6 months for problems due to Manufacturer. These warranties only apply to the reseller and or distributor with an active account with Dynamix Computers. Warranty returns will have no dollar value and will ONLY be accepted by the reseller. No end-user transactions will be accepted of any kind and Proof of purchase will be required as requested.

### **Procedures:**

1. Contact your assigned sales representative to notify them of your intent.
2. E- mail [support@DynamixComputers.com](mailto:support@DynamixComputers.com) for an RMA number.
  - a. (EMAIL-Claim Form)List all part numbers, description and defects in your e-mail to our claims department.
  - b. Tag all items with a part number, description and defect. (Note: Items not properly tagged will not be accepted).
  - c. A list of the items sent must accompany your claim.
3. Wait for an RMA number to be e- mailed back to you to authorize the claim.
4. The RMA number must appear on the package. (If a claim is sent in to us without an RMA number, the package will be returned back to the reseller/distributor at the senders/reseller/distributor expense).
5. Credit to the reseller will be made within 7-10 working days from the date the shipment is received.
6. Shipping fees to us and back to the reseller/distributor is the responsibility of the reseller/distributor.
7. Warranty claims will have NO monetary value.
8. Replacements will be made with the same items sent. No substitutions will be accepted or awarded. (If an item has been discontinued, a replacement will not be honored and as such the warranty will be null and void).

### **Proprietary Property**

Dynamix Corporation is protected by United States copyright law, international copyright law, and applicable state and federal laws. Resellers agree not to use or in any way infer affiliation with Dynamix or Its web site [Dynamixcomputers.com](http://Dynamixcomputers.com) without our explicit permission.

Resellers are strictly forbidden from disseminating confidential pricing, policy, or other proprietary documentation to the general public. Resellers/distributors agree to not sell or infer salesmanship as a Dynamix representative.

### **Termination of Privileges**

Dynamix may terminate a reseller's privileges at any time with written notice for cause, including without limitation nonpayment, late payment, inactivity of account, violation of Dynamix's reseller's terms and conditions, bankruptcy or insolvency of the reseller.

Nonperforming or underperforming resellers may be terminated with fourteen days written notice.

If a reseller is terminated, reseller privileges cannot be reinstated for a minimum of six months, and then only upon a new application and acceptance by Dynamix. Under no event shall Dynamix be liable to any party for special, consequential, or indirect damages, including foregone profits, arising out of any termination of reseller status.