

## POLICY GUIDELINES

Panelite by Dieter's is available through multiple distribution channels. If you are a Panelite by Dieter's dealer and order directly or through one of the OEM aftermarket parts programs the following policies will apply to you. If you purchase Panelite by Dieter's through any other distribution channel, please see your distributor for their specific policies and procedures. If you are uncertain of how to proceed with these policies, contact Customer Service for proper instruction.

### WARRANTY - STAINLESS STEEL PRODUCTS

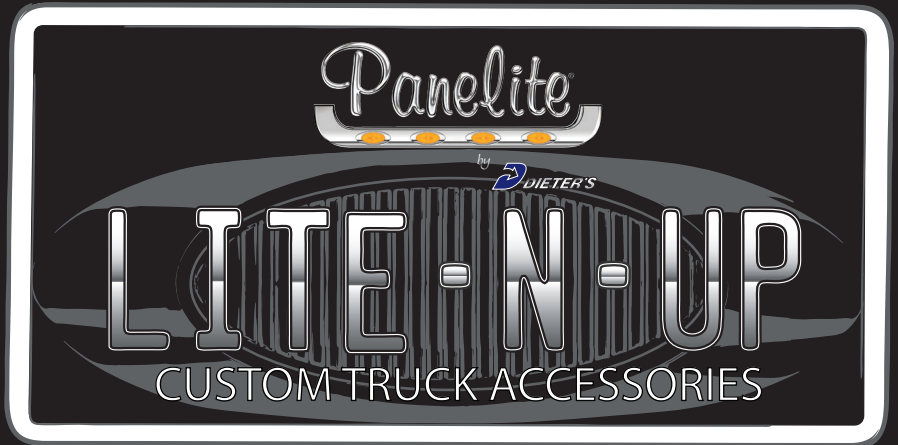
Panelite by Dieter's stainless steel products, excluding any electrical components, are warranted against defects in material or workmanship for two years from the original retail purchase date. This warranty does not cover damage due to accident, abuse, misuse, corrosive environment, improper installation or other mishandling. Only the defective component part will be replaced. This warranty is applicable only to the original purchaser. The defective part, accompanied by the date and proof of purchase, must be returned freight prepaid to Panelite by Dieter's. If determined to be defective, the replacement part will be returned freight prepaid. Panelite by Dieter's assumes no responsibility for the cost of installation or removal of any products.

### WARRANTY - MILLENNIUM SERIES MARKER LITES

Millennium Series LED Lites are warranted against leakage and failure to the original retail purchaser for 3 full years (applies only to failed components). Millennium Series chrome-plated bezels are warranted against defects in workmanship for 1 full year from the original retail purchase date. These warranties do not cover any damage resulting from road hazards, accident, abuse, misuse, corrosive environment, improper installation or other mishandling. Damage includes breakage, wear and tear on the lens, severing of the wiring and/or modification or alteration to any part of the unit. Panelite by Dieter's assumes no responsibility for the cost of installation or removal of any products. Any alteration or modification of the lite or the wiring will void the warranty.

### WARRANTY - ACRYLIC ACCESSORY PRODUCTS

Panelite by Dieter's acrylic accessory products are warranted against defects in materials and workmanship for 30 days from the original retail purchase date. This warranty does not cover damage due to accident, abuse, misuse, corrosive environment, improper installation or other mishandling. Only the defective component part will be replaced. This warranty is applicable only to the original purchaser. The defective part, accompanied by the date and proof of purchase, must be returned freight prepaid to Panelite by Dieter's. If determined to be defective, the replacement part will be returned freight prepaid. Panelite by Dieter's assumes no responsibility for the cost of installation or removal of any products.



### RETURN POLICY

Panelite by Dieter's return procedure is designed to be as fair and hassle-free as possible. Customers can receive a Return Material Authorization (RMA) number by speaking to one of Panelite by Dieter's Customer Service Representatives.

### TO OBTAIN A RMA NUMBER, PLEASE PROVIDE:

- Purchase order number
- Sales order number
- Date of purchase
- Part number
- Quantity
- Reason for return

Merchandise will not be accepted without prior authorization. The RMA number must be referenced on the outside of the box or it will not be accepted for return. Returned merchandise must be in saleable condition. Accepted returns are subject to a 30% restocking charge and must be returned freight prepaid. Exceptions will be made for warranty products and/or erroneous shipments. No returns will be accepted on custom ordered products. All purchases are considered final after 12 months, and will not be accepted for return. Stock returns may not exceed 10% of total purchase from the previous calendar year.

### PAYMENT TERMS

Terms for Dealership credit accounts are Net 30 days. Once you have placed your initial stocking order, no minimum order is required.

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