

DIAGNOSTIC IMAGING SYSTEMS, INC.

Veterinary Radiology Specialists since 1983, www.VETX-RAY.com

PO Box 3390 Rapid City, SD. 57709 1-800-346-9729

IMPORTANT INFORMATION FOR DIS IMAGING DEALERS

Please review this information and share with others in your organization.

Dear Prospective DIS Veterinary products Dealer:

Attached you will find your dealer application and agreement that will reassure you of our interest in developing a sound business relationship with your company. Please take the time to review this document and to confirm your commitment to working with DIS one of the nation's leading Veterinary radiographic distributor, suppliers of "*TOMORROWS TECHNOLOGY*" in the veterinary marketplace. There are a limited number of dealerships available, so don't delay.

We ask that you work with your clients to make sure that all **DIS** products are in-serviced properly and appropriately. Please fill out the equipment warranty card that comes with the equipment. This will not only ensure complete coverage, it will enable easier communications and record keeping, which will make our technical service and customer support efforts more efficient.

We will provide your company with customized marketing materials, via electronic files with your companies contact information which you may print. Please, feel free to contact us for marketing assistances, as we can supply equipment images, work with you on laying out and developing flyers and mailers, link with your website, and so much more. We would also like to draw your close attention to the **DEALER TOOLBOX SECTION OF OUR WEB SITE** which contains brochures, videos, selling features, retail and dealer pricing, quotations, promotions and much more. At no point will you or any other dealer sell or promote **DIS** equipment on e-Bay or similar auction sites.

Today, we are making a commitment to you, to grow together. Please, take the time to complete and sign the attached documents and send back to DIS. We are dedicated to be offering the best product pricing and service on an equal footing to all of our clients, in the most efficient manner possible. For more information on our Veterinary products please do not hesitate to call our marketing department at 1-800-346-9729 or visit our website Dealer Toolbox at www.vetxray.com

We look forward to working with you....



Joe Hecker
President-Owner
Diagnostic Imaging Systems, Inc.

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DEALERSHIP INFORMATION

Dealership Name: _____

Dealer Account Number: _____

Communication Via Email and Fax: By doing business with **DIS**, **DIS** dealers consent to receive **DIS** sales, Promotions, special offers and other communications via US mail, email and fax.

Placing Orders: A Purchase Order Number is required when placing an order. Please have your Customer Account Number available when placing and checking on a purchase orders to expedite the handling of your request. Product numbers must be accompanied with a description of the product. Prices quoted are User Net F.O.B. point of origin. Freight charges additional and charged when determined. **DIS** requires the use of written faxed or e-mailed purchase orders to avoid errors.

Warranty and Return Authorization: To ensure full warranty, all dealers should return completed equipment warranty cards immediately upon installation. **DIS** will request additional documentation to determine warranty status if a warranty card is not on file for a product. **If a warranty card has not been returned for a product, warranty will be honored only at DIS's discretion.** When ordering warranty items please state the serial number, installation date of the unit and nature of the defect(s). All defective material is subject to evaluation and must be returned freight prepaid. Defective parts must be returned within 15 days after receipt of replacement parts in order to ensure proper credit. **Parts replaced under warranty without subsequent return of defective parts are subject to billing. All returned material must have a Return Authorization Number;** please refer to our Warranty and Return Policy. **DIS** may charge a 20% service charge for merchandise returned without proper detailed information on RA Form. Overstock merchandise returned is subjected to a restocking charge.

Minimum Billing: **DIS's** minimum billing charge is \$20.00 dealer cost. There is a \$5.00 handling charge on all orders. An additional \$10.00 Rush Fee will be applied to all orders requiring same day expediting (e.g., rush orders, air shipments, and same-day pickups)

Payment Terms: **DIS** payment terms are full balance to be paid on shipment unless other arrangements have been made in advance. Our annual interest charges of 21.5% or 1.79% monthly will be added on late accounts. Any unexplained account balances over 15 days will automatically put your account on hold and no shipments will be made. Drop shipments will also require payment the day of shipment. Payments can be made by company check, wire transfer and/or established approved credit cards except American Express.

Print Advertising and Promotion Policy: **DIS** actively supports and encourages the promotion of **DIS** products through your marketing channels. All advertisements, brochures, catalogs, websites and other promotional materials produced by the dealer to promote **DIS** products must have proper written approval from **DIS** before publication. This is to ensure the accuracy and consistency of information and for the preservation of **DIS** brands and trademarks. To help you sell our products our products awareness campaign includes product advertising via nation print media including Magazines, state newsletters, 200 page print catalog and internet e-news magazine and internet catalog.

Internet and Web Promotion Policy: Dealers may advertise products for sale on the internet without the prior approval of DIS, but we do need to be notified. Under no circumstances is advertising permitted on eBay, or any other auction site, classified site, discussion board site, or domain not owned by the dealer.

Dealers have the option of listing items as "Call for Price." Dealers selling via an internet website are reminded that they are expected to properly install, service, and support the products or make arrange prior to the sale. Dealers advertising products on the internet must include their address and contact information, and must indicate the geographic area in which they offer the product service. Dealers may not sell outside the area in which they service the products they sell unless they have been set up as a non servicing dealer.

Under no circumstances are Portable x-ray units to be advertised or sold at greater than 20% off DIS suggested list pricing. DR and CR systems are not to be sold at discounts greater than 20%. ESWT units are not to be sold at discounts greater than \$4,000. **All other DIS products are not to be advertised or sold at discounts greater than 25% off DIS recommended resale pricing. Violation of this pricing policy will result in your DIS Dealer account termination.**

Used, Demo or Refurbished Products: DIS dealers offering used, demo or refurbished DIS products must clearly indicate that a product is used, demo or refurbished or manufactured. DIS does not warranty, nor does DIS authorize the use of its logos and trademarks for the advertising of any refurbished products without our express permission.

Right to Terminate: DIS dealers are considered "at will" and our granting of credit terms is at our discretion and does not constitute a contract between DIS and your company. DIS may choose to exclude certain products from certain dealers, and at any time, for any reason, and without prior notice, terminate our relationship and choose not to sell products to a dealer.

Service Expectations: Some DIS products are designed for installation only by trained professionals. In many cases, state, federal, and municipal licensing may be required for installation of the products. It is the full responsibility of the dealer to comply with these requirements, unless you are setup as a Non-Servicing Dealer. DIS is a full-service dealer with trained, insured and properly licensed service technicians who are available for your assistance. It is the servicing dealer's responsibility to provide front-line technical support and service with assistance from DIS when needed. **We do not authorize the sale of our products on a mail-order or internet-order basis without arrangements for service for the end user through DIS or a third party.**

Dealer Product Territory Exclusivity: The requested territory size and subsequent required sales volume will be determined on a case by case basis. Territory product exclusivities are considered after evaluation of the Dealers first six months sales performance for the territory.

DIS e-Mail contacts:

sales@vetxray.com shipping@vetxray.com
service@vetxray.com marketing@vetxray.com
accounting@vetxray.com joe@vetxray.com (Company President)

Signature of Authorized Dealer Representative _____ (Date)

Printed Authorized Dealer Representative _____