

POLICY GUIDELINES

To better serve you, our valued customers, below are guidelines of certain policies we would like to outline for you. Should you have any questions of how you are affected by these policies, please consult with one of our representatives.

Payment Acceptance Policy:

1. Personal checks, company checks, and credit cards are accepted with a current valid ID (e.g. Driver's License, U.S. Passport, Military ID, or Guam ID). No temporary or 3rd Party checks accepted.
2. Checks should be made for the amount of purchase only and paid to the order of Dimension Systems, Inc.
3. All checks returned (for any reason) are subject to a \$45.00 returned check fee.
4. We accept Visa and MasterCard only. Minimum purchase amount for all credit cards is \$30 and are subject to the 3% processing fee.
5. Payments made via Wire Transfer will be assessed a \$25 incoming wire transfer fee.

Merchandise Return:

1. **All sales are final.** Any requested returns will be at management discretion and subject to a 15% restocking fee. All returns must be accompanied by an original invoice, work order, or order form.
2. **Refund policy and processing time :**
 - For merchandise/service paid by cash 24 hr processing time from date of request
 - For merchandise/service paid by check 5 business days (on-island checks)
12 business days (off-island checks)
 - For merchandise/service paid by credit card Immediate refund back to credit card used

Orders:

1. All orders are to be paid in full prior to order.
2. Allow three (3) – five (5) weeks for delivery unless otherwise stated.
3. Any order cancelled after seven (7) working days from the order date will be subject to a 15% penalty charge against the amount of the order.

Standard In-House Hourly Rates: (Minimum one (1) hour charge with half (1/2) hour increments)

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| 1. In-House Service | \$68/hour |
| 2. Emergency Response | \$132/hour |
| 3. Specialized/Networking/Telephony | \$110/hour |
| 4. Pre-Sale Consultation | \$68/hour |
| 5. Online/Phone Support | \$34 (½ hour increment) |

Standard Onsite Hourly Rates: (Minimum one (1) hour charge with one (1) hour increments)

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| 1. On-site Service (Technician) | \$88/hour |
| 2. On-site Service (Senior Tech) | \$110/hour |
| 3. Specialized/Networking/Telephony (Technician) | \$110/hour |
| 4. Emergency Response (Senior Tech) | \$220/hour |
| 5. After Hour Service (Technician) | \$132/hour |

Monthly Service Contracts are available. Please inquire for more information.

In-House Service:

1. Customers must back up their data prior to service; DSI will not be responsible for lost data.
2. Customers have thirty (30) days to pickup their equipment after notification of completion of service.
3. No response/pickup from customers within the 30-day period results in the disposal of their equipment at DSI's discretion; the remaining balance will be turned over to the collection agency and customers will be responsible for payment of balance plus collection and attorney fees.

****Data back-up is the responsibility of the customer***