



Dixie Electric, Inc.
5600 Pioneer Creek Drive, Suite D
Maple Plain, MN 55359

Telephone: 763-475-6629
Telephone: 800-478-0608
Cell: 859-630-5179

Dixie Electric Inc. Core Policies

CORE RETURN

- Dixie Electric will pay freight for all core returns that meet or exceed the minimum number of cores required for the account to be eligible.
 - o Account will pay freight if number of cores is less than the required number.
- To receive a pre-paid core return the account must:
 - o Call or email Dixie Electric Inc. to obtain an RGA number (800-478-0608 – ussales@dixie-electric.com)
 - o Must provide Dixie Electric Inc. with list of returns
 - o Dixie Electric Inc. will send Bill of Lading to customer
- Core credit will be granted if the unit was purchased from a Dixie Electric warehouse within the past 12 month period.
 - o If no purchase of a related unit occurred within the past 12 month period, a returned core will be placed in the account's core bank. (See Core Bank Policy Below)
- To receive credit, the customer must:
 - o Return core in a Dixie box if required
 - o Properly package the shipment to prevent damage and/or unit loss
 - o Core must be rebuildable:
 - Disassembled cores will receive no credit
 - Broken or damaged cores will receive a 50% credit

CORE BANK

- If a core is returned where no purchase of a related unit occurred within the past 12 month period, a returned core will be placed in the account's core bank.
 - o The account core bank will be evaluated twice a year (July 1 and January 1)
 - o The account will be notified of the core bank status.
 - o If the account orders a related unit within a 120 day period of notification, the core will be released from the core bank, or,
 - o If no related unit order occurs within a 120 day period the account will receive a core credit equal to 20% of the core value.
- To receive credit or have core placed in core bank, the customer must:
 - o Return core in a Dixie box if required
 - o Properly package the shipment to prevent damage and/or unit loss
 - o Core must be rebuildable: