



**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. Return Policies**

### **NEW PRODUCT RETURNS**

- A separate NRGAs must be obtained from Dixie Electric Inc. (800-478-0608 or g.nelson@dixie-electric.com)
- New return product must:
  - o Be packaged separately from all other returns.
  - o Be returned to Dixie Electric Minnesota warehouse at customer expense
  - o Be "shelf ready" when received by Dixie Electric Inc.
- An eligible new unit return will be accepted:
  - o Within 30 days of purchase, or,
  - o Between 30 and 120 days of purchase with an accompanying offset order
  - o All returns may be charged a 15% handling/restock fee

### **OBSOLESCENCE RETURNS**

- Each stocking Dixie Electric Inc. account is allowed one obsolete product return per year up to a value of 5% of the previous year's purchases.
  - o Product must have been purchased from Dixie Electric no more than **60** months prior to the obsolescence return eligibility date.
  - o Return eligibility is based on fiscal year (July 1 –June 30)
- Account must provide a list of items it wishes to return
- A RGA will be sent to the customer with the units approved for obsolescence return listed. (To get RGA number call 800-478-0608 or email g.nelson@dixie-electric.com)
- Customer must:
  - o Prior to return, submit an offsetting order equal to or greater than the value of the obsolescence return
  - o Package obsolescence units separately from all other returns
  - o Return obsolescence to Dixie Electric Inc. Warehouse at Customer Expense