



DISTRIBUTOR POLICY STATEMENT

TEST AND MEASUREMENT

This Distributor Policy Statement – Test and Measurement (the “Policy Statement”) provides additional information to Distributors concerning the policies and procedures of FLIR Commercial Systems, Inc. (“FLIR” or “EXTECH”) applicable to the distribution of Systems as defined in the Distributor Agreement into which this Policy Statement has been incorporated (the “Agreement”).

Order Processing:

Purchase Orders may be faxed or emailed. Verbal orders and written quotations cannot be accepted.

- Email: orders@flir.com or orders@extech.com
- Facsimile: (603) 324-7804

For price, availability or other requests, call:

- 877-4-EXTECH (439-8324) and select option 2

Minimum Order Amount

\$100.00

Minimum Initial Stocking Order

\$2,500.00

Demonstration Equipment

All orders for demonstration equipment must be clearly marked and issued under a separate Purchase Order. The applicable discount from MSRP is as indicated in the Agreement.

Drop Ship Orders

FLIR will process a drop ship order from authorized US Distributors to locations in the continental United States provided if the order is at least \$100.00 and is shipped against the Distributor’s shipping account number or is pre-paid and added (PPA) to an invoice.

Buy Back Program

FLIR will buy back Test and Measurement products from an Initial Stocking Order that are not sold within six (6) months of the Initial Stocking Order purchase date. To qualify under for a buy-back, the products must not be discontinued, must be unused, undamaged, include all original packaging and accessories, and otherwise be in a re-saleable condition.

Insurance Certificate

Requests for certificates of insurance must be submitted to the Customer Care team via email at sales@extech.com.

Return Authorization Requests

A request for Return Authorization (RA) can be made by contacting the Returns Team prior to returning any goods:

- Telephone: 877-4-EXTECH (439-8324) and select option 4
- Facsimile: (603) 324-7814
- Email: repair@extech.com

Stock Rotation

Requests to return Test and Measurement products must be accompanied by a Purchase Order for other products that is equal to or greater than (in dollar value) the requested return. The Purchase Order must be scheduled for immediate release before the products are returned to FLIR.

All products for a stock rotation return **must** be standard Test and Measurement products and **must also**:

1. have been purchased directly by the stocking Distributor requesting the return;
2. be at the stocking Distributor’s actual cost at the time of purchase;
3. be a current Test and Measurement product that has not been discontinued;

4. unused, undamaged, include all original packaging and accessories, and otherwise be in a re-saleable condition; and
5. have been shipped to the Distributor within twelve (12) months from the date the stock rotation return request is submitted.

Return Authorizations for Stock Rotations: A Return Authorization (RA) will be issued after a request for stock rotation return has been received and approved by FLIR.

Upon receipt of the Test and Measurement products, FLIR will inspect the returned items and, if in FLIR's sole discretion the items meet all of the conditions for a return, a credit will be issued. Credits will not be issued for over-shipments or for Test and Measurement products not authorized or approved under the RA.

A reasonable service charge will be charged to the Distributor for all returned items that do not meet the conditions set forth above or the conditions in the RA.

Stock Rotation Shipping Terms: All Test and Measurement products designated for stock rotation must be returned to FLIR prepaid. Cash on delivery (COD) or freight collect shipments will not be accepted.

Warranty Replacement

"Over the Counter" replacement is encouraged for any Test and Measurement product with an MSRP under \$100.00.

A Returned Material Authorization (RMA) is required for ALL products and for credit/return of products replaced "Over the Counter". Contact Customer Care for an RMA number:

- Telephone: **877-4-EXTECH (439-8324)** and select **option 4**
- Email: repair@extech.com

Repair, Calibration & NIST

Contact Customer Care to obtain an RMA number, which is required for all repair, calibration and NIST shipments:

- Telephone: **877-4-EXTECH (439-8324)** and select **option 4**
- Email: repair@extech.com

Stocking Distributor Web Listing

FLIR will list stocking Distributors by state on a FLIR website for those Distributors with sales revenue of at least \$25,000.00.

Educational Institution and Trade School Discount

Distributor sales to recognized and accredited educational institutions and trade schools may be eligible for an incremental discount of 20%, subject to the following:

1. Orders submitted must be specifically designated for teaching and educational advancement at the accredited educational institution or trade school;
2. The incremental discount will be applied to Net Pricing **AFTER** Distributor's standard discount has been applied;
3. A separate Purchase Order must be used for all educational institution and trade school orders, and must be accompanied by valid proof that the order is for an accredited educational institution or trade school. Valid proof includes:
 - a. a copy of a recognized purchase or sales order from the educational institution or trade school; or
 - b. a copy of the Distributor's invoice or drop shipment directly to a recognized educational institution or trade school.

FLIR will work with Distributors to obtain valid proof for such orders.