

MAKITSO® DISPLAYS DEALER APPLICATION



Makitso® Displays intends to sell products only to the dealer network. As a result, companies wishing to purchase products from Makitso® Displays demonstrate that they are thus qualified.

Please attach a copy of your Resale Certificate.

Company Name

Names and Titles of Principals

Mailing Address

Shipping Address (if different from mailing)

Phone

Fax

E-mail

Website

Please briefly describe your business (i.e. display reseller, ad agency, printer, etc.)

General description of geographic area serviced by applicant:

Number of people directly employed and number of salespeople:

How did you hear about Makitso® USA?

Do you have in-house wide format printing capabilities? Yes No

If yes, what processes do you use? Lambda Inkjet Other

Do you have in-house wide laminating capabilities? Yes No

Do you have a Shipping Account #? Yes No

FedEx UPS #: _____

Products will be shipped to the address specified on P.O, and on Makitso® USA shipping account if other not specified.

All shipments are:

Standard turnaround time from receipt of artwork is five to six business days. We can accommodate rush orders for an additional fee.

MAKITSO[®] Displays

CREDIT CARD AUTHORIZATION



PERMISSION TO PROCESS CREDIT CARD

Type of Card: Discover MasterCard Visa American Express

Name on Card:

Card Number:

Expiration Date:

CVV Code:

Billing Address as it appears on credit card statement:

Sign name:

Date:

Print name:

Date:

Makitso[®] USA requires full payment **upon** ordering. Payments can be made by wire or any major credit card in US Dollars only. Makitso[®] Displays does require that a major credit card be kept on file.

By signing below, I agree to the terms and conditions of this Reseller Application and all other relevant terms and conditions included herein, including any attachments. I also acknowledge that I have read and fully understand the Makitso[®] Display Warranty Policy, and will abide by the policy. Furthermore, I acknowledge that revisions to the warranty policy may occur and all such changes will generally be communicated through official notices. I understand that revised information may supersede, modify, or eliminate the existing warranty policy.

Sign name:

Date:

Makitso® Displays Reseller Guidelines



FOR USE OF LICENSED PROPERTIES OF

1. Makitso® Displays hereby grants to Reseller, and Reseller hereby accepts, a non-exclusive, non-transferable, revocable right to display on Reseller's sales and advertising items, including Reseller's website, the trademarks of Makitso® Displays set forth in Exhibit A and such other trademarks, trade dress, copyrights, and/or patented designs or features as Each of the Licensed Properties used by Reseller must be followed by "TM" or a ® notice pursuant to Exhibit A. Any proposed use of the Licensed Properties must be submitted to Makitso® Displays for written approval prior to any such use by Reseller.
2. Where Reseller refers to any of the Licensed Properties, Reseller must identify Makitso® Displays as the owner of the Licensed Property being referred to. Reseller may state in its sales and advertising items, including Reseller's website, that is an authorized Makitso® Displays reseller.
3. Reseller may not combine any of the Licensed Properties with any other words, word fragments, letters, symbols, logos, icons, graphics, photos, slogans, numbers, or any other elements.
4. Reseller is prohibited from using any and/or registering of the Licensed Properties, in whole or in widespread recognition, great value, and goodwill of the Licensed Properties. All use of the Licensed Properties by Reseller shall inure to the benefit of Makitso® Displays, and Makitso® Displays reserves the right to object to unfair uses or misuses of its Licensed Properties or other violations of applicable laws, as determined solely by Makitso® Displays.
5. Upon termination of the Makitso® Displays and Reseller relationship and Reseller's rights to resale Makitso® Displays products, Reseller agrees to immediately discontinue any and all use of the Licensed Properties or references to Makitso® Displays, to remove all materials electronically available to the public bearing any of the Licensed Properties, and to destroy all printed materials bearing any of the Licensed Properties. All rights in the Licensed Properties and the goodwill connected therewith shall remain the sole property of Makitso® Displays.
6. Additional terms and conditions may apply for hardware-only distributors.

Reseller: _____

Name: _____

Position: _____

Date: _____

Makitso® Displays Warranty Policy



EFFECTIVE: 02-14-2022

Makitso® Displays extends a limited warranty on its products' structural components and accessories. Warranty considered products shall have been subject to only normal use and service and should not have been misused, neglected, altered, improperly set up or otherwise, damaged; and, there shall be no evidence of tampering or deliberate misuse or destruction. Packaging standards, similar to those used by Makitso®, should be maintained for all products being returned to Makitso®. See Freight Damage. Defects to Makitso® products will be determined solely by Makitso® Displays and not by any representative, distributor or dealer of, or for the company. Upon determination of a defect, within the specified warranty period guidelines, Makitso's sole obligation will be to repair or replace, at its' discretion, the defective part with the same or similar product. Any claim against Makitso® for defects in materials or workmanship must be in writing.

Makitso® must authorize the return of any alleged or defective part before it is returned. The party making the claim must prepay all shipping and transportation costs, which will be reimbursed if the product is covered under warranty. Makitso® will not accept shipping charges for parts purchased unless the conditions of the warranty have been satisfied. Makitso® reserves the right to substitute, discontinue, alter or modify any product or part thereof, at any time without prior notice. In such cases, Makitso® may, at its sole discretion, substitute the warranted product. No Makitso® representative, distributor or reseller is authorized to assume for Makitso® any other obligations or liabilities in connection with the product, or alter the terms of this warranty in any way.

STANDARD WARRANTY

Should a problem be experienced with a Makitso® product within the specified warranty period, please contact the Makitso® Customer Service Department at customersupport@makitsodisplays.com to determine the nature of the product failure and to establish an adequate solution. If a return for repair is needed, returns must be made within 30 business days of return authorization issued by Makitso®.

At a minimum, clear pictures of the defect in question are required to begin the return/warranty process. Makitso® Displays reserves the right to request various forms of documentation, including but not limited to photos, proof of destruction, and copies of packing slips to ensure the issue is resolved promptly. Failure to provide the necessary information requested by a Makitso® Displays Representative may delay the claim process.

An RMA/Case number may be issued depending on the warranty/claim. This number must be used regarding all correspondence with the issue and adhere to any packaging sent to Makitso® Displays for assessment. Failure to adhere RMA/Case information to a package will delay the claim/warranty process. Should you need to return a product due to order cancellation or any reason including warranty matters, Makitso® reserves the right to carry out a full inspection of the product before accepting the return.

ORDER CANCELLATION

Order cancellations must be made in writing with receipt of the cancellation confirmed by a Makitso® representative. Cancellation of a production order for which Makitso® has produced, shipped or ordered raw materials may result in Makitso® fully charging for materials and labor if the order has gone into production. All cancellation orders at a minimum will result in a cancellation fee of \$50 or 10% of the order value, whichever is higher.

RETURN POLICY

To ensure we serve our customers as timely as possible for prospect returns or damaged items each order should be inspected and verified to Makitso's packing list as soon as possible following delivery. If a discrepancy is found, please contact the Makitso® Customer Service Department immediately. Makitso® waives restocking fees and accepts an even price exchange of standard products within ten days of receiving the product.

Should a return of unused product be requested for any reason other than a warranty matter, ten days or more after the shipping date, contact Makitso® Customer Service Department for a determination if Makitso® will accept the desired return. Makitso® will carry out a full inspection of products before deciding whether to accept the return. All returns of this nature are subject to **a 30% restocking fee** and no freight charges will be refunded.

Returns of unused products are not accepted more than 30 days after of receiving the product date. If a product is to be returned, it must be returned in the original packaging or equivalent packaging.

All shipments should be inspected immediately upon arrival. Please make note of any damage when signing for shipment. Report any losses or damages promptly to Makitso® Displays by e-mail at **customersupport@makitsodisplays.com**. **Notification must be made within ten (10) days of receiving product**. Keep all shipping/packing material until advised by Makitso® Displays or claim is resolved. All returns MUST be authorized by Makitso® Displays, which will advise you on return authorization and procedure. Makitso® Displays will ship all products with ground service.

Attn: Shipment re-routing requests are subject to the additional costs incurred from the shipping company and are the responsibility of the customer.

FREIGHT DAMAGE

Scratches that are inherent to transportation infractions are not an indication of usage of the product. Makitso® does takes preventative measures to ensure that packages are protected from such infractions, but cannot guarantee minor scratches or dent imperfections relating to shipping incidents. Products arriving damaged in shipping are considered 'non-warranty issues' and claims must be made to Makitso® Customer Service Department within ten days of receiving product. Digital photos may be required to document damage to the shipping container and/or product.

Please be sure to sign for the package(s) as 'damaged'. Upon authorization to return the damaged product, all returns must be made to Makitso® within 30 days of delivery. Ensuring your packages with the shipper is recommended as Makitso® is not responsible for lost or misplaced shipments.

OUT OF SERVICE WARRANTY

Makitso® will continue to service its products, even after the standard warranty ends. If a product falls outside of the warranty period, **call 888-495-2859** and our team will provide you with various options available including cost.

PRODUCT LINE WARRANTY

The manufacturer warrants this product to be free from defects in workmanship and materials, under normal residential use and conditions, **for one (1) year** from the original invoice date. The manufacturer agrees, at its option during the warranty period, to repair any defect in material or workmanship or to furnish a repaired or refurbished product of equal value in exchange without charge (except for a fee for expedited shipping and insurance which will be incurred by the customer).

EXCLUSIONS

Makitso® Warranty Policy does not apply to any costs, repair or replacement of the product for the following exceptions but not limited to:

- Non-specific usage causing damage to the product.
- Normal wear and tear.
- Age from abuse, misuse, alterations, improper installation, shipping damages.
- Natural disasters, including but not limited to fire, earthquakes, smoke, lightning, floods and explosions.
- Failure of owner to take timely action to minimize the loss or damage or to give Makitso® timely feedback of notice of defect.
- Unauthorized product modification, causes external to the product, such as electric power fluctuations or failure, repair or attempted repair by anyone not authorized by Makitso, or failure to follow instructions supplied with the product.
- Damage from connectors or cables will be presumed to have resulted from misuse and will not be covered by warranty service. It also does not cover any product where the serial number has been defaced, modified or removed or there is cosmetic damage by the purchaser such as markings, discoloration, scratches, dents, anti-theft devices markings, gouges or any other defacement

PRINTING

Dye-sub prints are warranted against fading for 6 months. Makitso® extends its customer, ten days of receiving product to inspect graphics to ensure that they are printed with the proper artwork and submit a claim if there are any errors with the graphic. If a product is deemed to have a graphic error, the product may in no way be used by the customer. Usage of claimed product will void Makitso's responsibility to evaluate or reprint the product.

Graphics will NOT be printed until the proof is approved by the customer in writing, prior to going into production. Failure to approve a final proof, or waiving the right to approve a final proof, will result in the customer assuming full responsibility for the final printed product. Graphics will go to production based on the final approved proof. Makitso® shall not be liable for damages, including special, incidental or consequential damages or injuries arising out of or in connection with the performance, use, or setup, of a Makitso® product. Makitso® is not liable to a reseller or any other party for any costs, loss revenues or profits due to incidental or consequential damages other than for the replacement of a product covered by this limited warranty coverage.

DIGITAL DISPLAYS

These units should arrive in new, working condition, and carry a one-year warranty on enclosure against manufacturer's defects in materials and in workmanship of the hardware. A one-year warranty also includes all internal electronic components with unlimited technical support and display electronics. We warrant your Makitso® display(s) against defects in material and workmanship during the warranty period from the delivery date shown in the shipping documents.

If a product proves to be defective in material or workmanship during the warranty period, Makitso® will, at its sole option repair or replace the product with a similar product, provided the purchaser adheres to return authorization procedures and guidelines. Parts may not be the same, but will be equivalent parts. If the item is defective within the first 30 days at Makitso's discretion, then we will cover the costs of shipping the item back. Makitso® Displays will not be held responsible for shipping costs after 30 days of receiving your display(s). Blades will be repaired with a new AV board if possible. Makitso® reserves the right to charge the customer in case of warranty conditions that are not fulfilled.

Makitso® Displays

(888) 495-2859

makitsodisplays.com