

## B. Doing Business with Galaxy Control Systems

### Order and Payment Procedures

#### Receipt of purchase orders:

All orders must be faxed or emailed to Galaxy Control Systems.

#### Payment Terms (Domestic & Canadian)

**Our terms of sale are NET 30 DAYS.** If your account becomes 45 days old, the account is automatically placed on a hold status, with no orders shipped until payment arrangements are made with our accounting department. Finance charges at 18% annually will be assessed on all invoices greater than 15 days past due. As defined in your Authorized Dealer Agreement, Galaxy Control Systems standard payment terms are net 30 days after date of invoice. Unless arrangements are made in advance, payments are due regardless of other factors, such as unresolved issues with the end user installation, end user payments to the Authorized Dealer, or warranty claims.

#### Credit Limit & Terms:

Galaxy Control Systems will periodically review payment history and adjust the credit limit and terms offered to the Authorized Dealer.

#### Acknowledgement:

PO's Received after 12PM will not be shipped the same day. Shipping time is based on availability. Customer purchase orders will be reviewed and an acknowledgement will be issued, generally within 24 hours except weekends or holidays. The acknowledgement will have an estimated ship date(s) based on product availability. If the Authorized Dealer does not receive an acknowledgement within the 24 hour time period, please contact Galaxy Control Systems immediately. Please verify all information on the order acknowledgement and promptly report any discrepancies.

#### Shipping Method:

Galaxy Control Systems currently uses UPS and Fed-X shipping services. Our standard shipping method is UPS Ground service. Any shipping service desired other than Galaxy's standard, must be clearly indicated on the purchase order. Terminology such as best way or other generic terms will be construed as Galaxy's carrier of choice.

#### Due Dates:

Galaxy Control Systems encourages the Authorized Dealer to indicate the due date of the purchase order that is submitted and Galaxy will attempt to meet the due dates. For most shipments, we recommend orders be placed two weeks prior to the due date. Galaxy will communicate to the Authorized Dealer the estimated ship date that is expected. Acceptance of an order via Galaxy acknowledgement indicates our best estimate of the ship date. **Galaxy is not bound by dates requested by the Authorized Dealer's purchase order.** If the estimated ship date is not acceptable by the Authorized Dealer, please contact Galaxy Control Systems immediately.

#### Customized Quotes:

If the Authorized Dealer is placing an order based on a written quote from a Regional Sales Manager or other Galaxy employee, it must accompany the Authorized Dealer's purchase order. Orders placed without a quote will be processed with Galaxy Control Systems standard pricing and acknowledged accordingly.

## Extended Services

It is important to both Galaxy Control Systems and the Galaxy family of Authorized Dealers that the product is well represented and therefore we offer on-site technical support to Authorized Dealer. Galaxy Engineers are available only to assist, and will not perform panel wiring or network cabling. To protect the end user / Authorized Dealer relationship, Galaxy will provide support to the end user exclusively through the Authorized Dealer.

### On-site support terms and conditions:

The purchaser of support services is responsible for all daily expenses incurred, and is required to fully reimburse Galaxy Control Systems.

All days of support are based on non-holiday weekdays.

If travel days are required, the Galaxy Authorized reseller will be billed based on a pro-rated fee of \$325.00 (\$650.00 MSRP) per day.

Scheduling shall be based on the current lead-time.

On-site support is only available to Authorized Galaxy Dealers.

The Authorized Dealer must provide Galaxy trained technical representation during the entire visit.

### On site pricing information:

	Dealer Rate	MSRP
Daily Rate	\$1,000.00	\$2,000.00
Travel Rate	\$325.00	\$650.00
Daily Expenses	Actual Expense	Actual Expense
All travel expenses are the responsibility of the Authorized Galaxy Dealer and are not included above.		

### Dial in Support

As a "value added" option, Galaxy offers additional dial in services on bundled systems sold with modems, Linkivity and Web Access (Contact Galaxy for details). To receive dial in support, you must provide the following:

An on-site trained technician

A completed and signed authorization form (available from technical support)