



# Authorized Dealer Agreement and Policies

MAI Media Group, LLC  
dba Eye3Data  
Phone: 513-779-0604  
Toll Free: 888-777-9059  
Fax: 513-898-0206  
www.eye3data.com

Thank you for your interest in joining MAI Media Group, LLC dba Eye3Data as an Authorized Dealer of our various product lines including CCTV, Eye3Mobile, Eye3Wireless, StreetCam and the newest line of IP products and software! The following Dealer Policies have been carefully developed with two things in mind: A commitment to the quality of our products and a commitment to the quality service we provide to our Dealers. All Authorized Dealers are required to agree and adhere to the following Dealer Policies in order to maintain active account status. Questions regarding any of the Dealer Policies outlined below should be directed to our Sales Team by calling 513-779-0604 or 888-777-9059. This Authorized Dealer Agreement must be signed and returned via fax or email in order to establish a Dealer Account.

## **REQUIRED FORMS**

In addition to returning this **Authorized Dealer Agreement**, prospective dealers must:

- Complete and return a **Blanket Certificate of Resale** (required of US companies only)
- Provide a copy of their **Seller Permit/W9** (required of US companies only)
- Complete and return our **Credit Agreement and Application**

## **DEALER PRICING**

Per our Dealer Price List, we have a discounted dealer pricing level. Please be sure that your Purchase Order reflects the correct pricing for your order. You will be notified of and asked to change any pricing discrepancies prior to processing of your Purchase Order, which may result in delays in shipping.

Prices and/or availability are subject to change without notice, though every effort will be made to inform dealers of any changes before they take effect.

## **PAYMENT TERMS**

Full payment is required prior to shipping of any order unless Net Terms have been requested and approved in advance. Net Terms are not available for dealers based outside of the Continental US. We reserve the right to withhold shipments on accounts which are past due.

If you are paying for your order with a credit card at the time of purchase, we ask that you contact us with the number ***AFTER faxing or emailing your order***. For the security of your credit card information, it is strongly suggested that you do not fax or email such info.

## **PLACEMENT OF ORDERS**

Quotes may be requested from our Sales Team by calling 513-779-0604 or 888-777-9059. We encourage all of our dealers to place their orders via either fax or email to avoid the potential for errors associated with verbal orders. Orders may be faxed to 513-898-0206 or emailed to [lking@eye3data.com](mailto:lking@eye3data.com). A sales order will be sent via email when order is processed. An invoice as well as shipping information will be sent via email after order is shipped. Please note that errors on purchase orders may result in shipping delays.

\*Please note: Eye3Data will not be responsible for any error associated with orders placed over the phone.

## **SHIPPING**

Shipping charges are determined by weight, destination and method (Next Day, 2 Day, 3 Day, Ground) and may vary accordingly. Shipping charges are included on all quotes. You are welcome to provide your own Shipping Account number for the billing of associated shipping charges. Should you choose to do so, please be sure to CLEARLY indicate your account number, billing address and desired method of shipment on your Purchase Order.

## **DROP SHIP POLICY**

As a convenience to our dealers, we are happy to offer DROP SHIPPING directly to your customers. To simplify the process and avoid potential errors, we ask that all Purchase Orders requesting a Drop Shipment be accompanied by a ***prepaid shipping label***. If a prepaid shipping label is not provided at the time the order is placed, you will be asked to provide one prior to your order shipping. Please note that a ***\$25 package and handling fee will apply to ALL drop ship orders***. Please allow for this line item on your Purchase Order. Failure to provide a prepaid shipping label with your Purchase order may result in a delay in shipping.

## **30 DAY GUARANTEE/DEMO/RETURN POLICY**

To allow for an evaluation period and to guarantee your satisfaction, we are pleased to offer a 30 Day Money Back Guarantee. If the product does not fit your needs, it can be returned within 30 days of the original purchase date for a full refund, less shipping charges and restocking fees. (See conditions in RETURNS section below)

## **WARRANTY INFORMATION**

Eye3Data warrants all products and accessories against defects in material and workmanship for the following periods from the original date of purchase:

- Mobile DVR's – TWO (2) YEARS
- Embedded/PC DVR's – ONE (1) YEAR
- Accessories – ONE (1) YEAR
- Cameras – ONE (1) YEAR
- Wireless Products – ONE (1) YEAR
- StreetCam – ONE (1) YEAR

## **RETURNS**

ALL returns MUST be accompanied by a completed RMA (Returned Material Authorization). To obtain your RMA#, you must contact a member of our Sales Team at 513-779-0604 or 888-777-9059. All items, other than those returned with warranty issues, must be returned in like new condition and proper working order with all original packaging material. Items returned to us without an RMA may not be credited. Eye3Data is not responsible for merchandise lost or damaged in transit. All claims for lost or damaged goods must be made to the responsible carrier.

**ACTIVE ACCOUNT STATUS**

In order to maintain the strength of our Authorized Dealer base, the performance of all Dealer Accounts will be evaluated on a quarterly basis. It is expected that dealers will have maintained a volume of at least \$1,000.00 per quarter in order to retain active account status. Accounts which do not meet this requirement are subject to deactivation and dealer discounted pricing will no longer apply.

**RETAIL SALES ONLY**

Redistribution of Eye3Data products and accessories is not permitted. All products are for retail sale to end users only. Sales to other resellers, whether Authorized Dealers of Eye3Data or not, are expressly forbidden.

**The above policies have been established to ensure that each of our Dealers receives the best possible Customer Service. Should you have any questions, regarding any of our Dealer Policies, please feel free to contact our Sales Team at 513-779-0604 or 888-777-9059.**

**DEALER:**

**EYE3DATA:**

**By:** \_\_\_\_\_

**By:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Dealer Company Name and Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Dealer Correspondence Email:** \_\_\_\_\_