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## **CUSTOM DYNAMICS® DEALER PROGRAM**

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### **Custom Dynamics® Dealer Application**

Thank you for your interest in becoming a dealer of Custom Dynamics® brand products. To become an authorized Custom Dynamics® dealer please submit all the following business documentation:

- 1. State or Local Government issued Business License (if required)**
- 2. Proof of General Shop Liability Insurance Policy with \$1M Minimum General Liability Coverage**
- 3. Copy of State Resale License and/or Federal Tax Certificate**
- 4. Dealer Application**
- 5. Proof of Commercial Brick & Mortar Location**

Completed Applications and required business documentation can be faxed to Custom Dynamics® at 919.882.9611 or emailed to [sales@customdynamics.com](mailto:sales@customdynamics.com). Please allow 1-3 business days for processing.

### **Maintaining Dealer Status**

Custom Dynamics® dealer accounts will remain active if a minimum of 1 invoice has been created on the account within the past 12 months order history.

Custom Dynamics® reserves the right to close any dealer account at any time without notice. Any dealer found in violation of Custom Dynamics® policies and/or not meeting the minimum dealer requirements may have their dealer status revoked.

### **Placing Dealer Orders**

All orders will be processed the same day if submitted before 3pm EST Monday through Friday.

If you have an active dealer account with DRAG Specialties/Parts Unlimited, Parts Europe, or Parts Canada you are encouraged to purchase any Custom Dynamics® product they have available before purchasing through Custom Dynamics®.

When placing an order, please use or refer to the Dealer Order Form for information required to place an order. <https://www.customdynamics.com/forms/dealer-order>

How to place an order:

1. Call 1-800-382-1388 (919-554-0949 if international) and placing the order with one of our Customer Service Representatives. This is your best option if you have any questions about the products or if you are unsure about what you need to order.
2. Email your order to sales@customdynamics.com.
3. Fax your orders to 919-882-9611.
4. Click on the Dealer Resource Page on our website and fill out a Dealer Order Form.

\*Note: The only way a dealer can place an order through the website is via Dealer Order Form. If an order is placed on the website through the shopping cart, you will be charged retail pricing.\*

### **Dealer Pricing**

Dealer prices are subject to change without notice. We try to avoid price changes; however, Custom Dynamics® reserves the right to adjust prices if our costs increase. Additionally, in the event a mistake was made in our price list or catalog, we reserve the right to bill at the prevailing prices in place at the time of shipment.

### **Dealer Payment**

Custom Dynamics® accepts Visa, MasterCard, Discover, American Express as forms of payment. Custom Dynamics® does not offer any net terms or COD and full payment must be received for any order prior to shipping.

For international customers, Custom Dynamics® will accept Visa, MasterCard, American Express, Discover, PayPal or Wire Transfers. International customers must pay any custom charges, VAT, taxes, or other costs, in addition to the shipping charge.

### **Dealer Shipping**

All domestic dealer orders are shipped UPS Ground. Dealers can request for upgraded UPS shipping methods which include 3 Day Select, 2nd Day Air, Next Day Air and Next Day Air Saver. USPS is not an offered service. Domestic shipping costs start at \$9.95 and are based on weight and dimensions. Custom Dynamics® does not have a minimum requirement on orders but it is your responsibility to make sure that your order justifies the minimum shipping cost. Custom Dynamics® does not offer drop shipping.

Shipping to an alternate address located out of your home state can only be offered if you provide a valid tax-exempt certificate from the state you are requesting the alternate address to.

International orders are shipped UPS Expedited. The cost is based on weight and dimensions and has the brokerage fees included in the price. You are responsible for all customs and duty fees that your country requires. If shipping to a third-party location in the US (such as a courier service) dealers will be required to submit a copy of their tax exemption certificate for the state in which they are shipping to.

UPS charges a minimum \$18.00 re-route fee for incorrect address, if you provide an address incorrectly and this results in a UPS re-route, your order will be subject to an additional charge. If UPS is contacted by anyone other than Custom Dynamics® and changes are made to the

original address resulting in UPS surcharges and re-route fees, those additional charges will be passed on to you.

### **Seller Responsibility**

It is the responsibility of the dealer/customer to verify the ordered parts are correct for size and application before installation.

Returns or exchanges must be processed by the original seller. Any return or exchange of a Custom Dynamics® product is the responsibility of the dealer that processed the transaction with the end user. If your customer purchased the product directly from your business, Custom Dynamics® will not issue any return, exchange, or refund directly to that customer.

Warranties must be processed by the original seller (except for dealers purchasing through DRAG Specialties/Parts Unlimited) or end user must supply Custom Dynamics® with a copy of receipt to prove date of purchase from any authorized dealer. Before any warranty replacement will be issued a Custom Dynamics® technician must determine the product is defective. Troubleshooting must be done with product installed. Technical support is available via email at [support@customdynamics.zendesk.com](mailto:support@customdynamics.zendesk.com) or you can submit an online support ticket at [https://customdynamics.zendesk.com/anonymous\\_requests/new](https://customdynamics.zendesk.com/anonymous_requests/new).

### **Dealer Return/Exchange Policy**

Custom Dynamics® merchandise may be returned or exchanged up to 30 days from the date of shipment. RETURN AUTHORIZATION NUMBER must be issued before any returns or exchanges can be made. We will not accept any returns without this number. Please write this number clearly on the outside of the returning package. The Return Authorization Number does not imply a replacement or refund, but only that we will inspect the merchandise based on your claim.

Returns must be sent freight prepaid and insured by you. Original shipping and handling charges are not refundable. A photo copy of your invoice showing the invoice number must accompany your return along with a written explanation and a contact phone number where we may be able to reach you. All approved refunds will be paid by account credit. No cancellations, refunds, or exchanges on special order items or custom order items will be allowed.

For a returned item to be accepted, the returned item must be in its original condition (no damage) and returned in its original packaging. Product must be in new condition. No return or exchange on merchandise that shows signs of having been installed, mounted, scratched, or defaced will be allowed. All returns are subject to a repackaging fee. Claims for missing, lost or damaged packages must be made within 48 hours of receipt of shipment.

### **Custom Dynamics® Limited Warranty**

Custom Dynamics® offers the best warranty program in the industry with a Lifetime Warranty against LED failure, a Lifetime Warranty on our electrical modules and three (3) year warranty from date of purchase for horns and remotes. Dealer/Customer is responsible for all return shipping charges.

No warranty whatsoever will be valid if the defect was caused by dealer/customers abuse, negligence, and/or mishandling. All merchandise sold by Custom Dynamics® is only subject to manufacturer's warranty, if any, and are subject to submission to the manufacturer for approval for repair or replacement of merchandise. Dealer/Customer will be responsible for shipping and handling fees. No labor or inconvenience may be included in any claims. Please note, if the item is tested and found not to be defective, the dealer/customer will be charged a shipping fee to reship the item, we encourage you to work with us to trouble shoot any problem you may be having before sending an item back.

### **Custom Dynamics® Advertising Policy**

To preserve its reputation for providing customers with high value products and exceptional customer service, and to further the Custom Dynamics® brand and its competitiveness in the marketplace, Custom Dynamics® is unilaterally instituting an advertising policy for all Custom Dynamics® products. This Policy will become effective July 1, 2014 and will apply to distributors and retailers, including catalogs and internet retailers (collectively, "Resellers"), who resell Custom Dynamics® products to end users located in the United States.

Custom Dynamics® greatly values the efforts of all Resellers to distribute our products and support our customers. This Policy is adopted for the benefit of all Resellers and will be uniformly enforced.

**Custom Dynamics®**  
**Everything to Light Up Your Ride! ®**  
**1.800.382.1388 or 919.554-0949**  
**Fax: 919-882-9611**

**15 Cypress Drive**  
**Youngsville, NC 27596**

**Business Hours:**  
**Mon-Thurs 8:30am – 5:30pm EST**  
**Friday 9:30am – 5:30pm EST**  
**Closed Daily 12:00pm – 1:00pm EST**



## Custom Dynamics® Dealer Application

Business Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Years in Business: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Website: \_\_\_\_\_

What brand of LEDs are you currently selling? \_\_\_\_\_

### ***MAP Dealer Acknowledgement - REQUIRED***

I have received a copy of the Custom Dynamics® Advertising Policy and I have read and understand the Advertising Policy requirements.

PRINT NAME: \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE: \_\_\_\_\_

### ***This section to be completed by all DRAG Specialties or Parts Unlimited dealers***

Please list your DRAG Specialties or Parts Unlimited Dealer Account Number: \_\_\_\_\_

What is the name of your DRAG or Parts rep? \_\_\_\_\_

Are you currently purchasing Custom Dynamics® products through DRAG or Parts?      Yes                  No

Why have you requested to sign up directly with Custom Dynamics®? \_\_\_\_\_