

2023 Dealer Policies and Terms

Prices

All prices listed in the 2023 Didax catalog and price list are recommended US retail prices and are subject to change without notice. Prices are effective through December 31, 2023.

Back Orders

If stock is not available at time of shipment, the back-ordered item(s) will be shipped separately unless otherwise notified. All international orders will be shipped complete, and back-orders will be canceled. We will notify you of any cancellation of back-ordered product.

Discounts

Didax offers a 50% standard discount to our authorized dealers on proprietary merchandise only, with no minimum purchase. Please note that only items featured in this catalog and listed on the didaxdealer.com website are proprietary.

Payment

Initial order from new accounts should be prepaid and include bank and trade references along with reseller's license and company information. Shipment on an open account is subject to credit approval. Net 30 terms may be given once the account has been approved for credit with Didax. Net 30 days from date of invoice. We accept Visa, MasterCard, American Express and Discover. Past due accounts are subject to a 1.5% per month finance charge. Accounts must be current before subsequent shipments will be made. All foreign accounts (except for Canada) are required to pre-pay all orders.

Shipping and Handling

All shipments are F.O.B. shipping point. Shipping charges and handling cost are prepaid by us and added to your invoice using the most economical carrier unless you provide us with your own information. Next day shipments are available upon request for orders received before 1:00 pm eastern time.

Resources

Orders can be sent to orders@didaxdealer.com. Product images can be obtained via our site: <https://images.didax.com>.

U: didaxguest@didax.com
P: [GetYourImagesHere!](#)

Product Safety Certificates may be found here: <https://www.didax.com/gcc>.

Returns

Special order items and items not purchased at standard discount are non-returnable.

All returns must be pre-authorized and shipped with the packing slip marked with the RMA number.

Returned goods must be in our current catalog and in saleable condition, clean, unmarked and undamaged.

Original sale must be within six months of request of return.

20% restocking fee will be applied to all returns.

A merchandise credit will be issued for the allowable return amount.

Unauthorized returns will be refused.

Discontinued items are nonreturnable.

Shortages and Damages

All shortages and damaged merchandise must be reported to Customer Service within 15 days of receipt of shipment. For shortages we will ship the missing item(s) or credit your account. For damages resulting from product defects, we will issue a credit or ship a replacement.

For goods showing visible damage on the shipping carton, please have the carrier note the damage on the freight bill before accepting delivery. Goods damaged in transit must be reported to the carrier immediately. Save all original shipping cartons, packing materials and damaged items until they have been inspected or your claim has been settled. Please take pictures of damaged items, if possible, and forward to info@didaxdealer.com.