

Didax Dealer Terms & Policies

Our Partnership

Didax values and appreciates its authorized dealer partners and the important role you play in serving educators, families, and learners. These Dealer Terms & Policies are intended to establish clear, consistent expectations and to support a strong, transparent, and mutually beneficial business relationship.

Pricing

All prices listed in the 2026 Didax catalog, price lists, and dealer materials represent recommended U.S. retail prices and are subject to change without notice. Prices are effective through December 31, 2026 and supersede all prior pricing.

Discounts

Authorized dealers are eligible to receive a standard 50% dealer discount on qualifying products. Dealer discounts apply solely to items featured in the current Didax catalog and listed on the Didax dealer website. Didax reserves the right to modify or revoke discount eligibility at any time.

Payment Terms

Standard terms are Net 30 days from invoice date, subject to credit approval.

Past-due balances may be assessed a finance charge of 1.5% per month (or the maximum rate permitted by law).

Accounts must be current and in good standing before additional shipments will be released.

Accepted payment methods include Visa, MasterCard, American Express, Discover, and ACH.

International accounts (excluding Canada) require prepayment unless otherwise approved in writing.

Shipping & Handling

All shipments are F.O.B. shipping point. Freight and handling charges are prepaid by Didax and added to the invoice using Didax's selected carrier unless the dealer provides alternative

shipping instructions. Title and risk of loss pass to the dealer upon delivery to the carrier.

Back Orders

If an item is unavailable at the time of shipment, Didax may ship back-ordered items separately unless otherwise requested. Back orders will ship under the same pricing and payment terms as the original order. All international orders will be shipped complete, and any back-ordered items will be canceled, except for Canadian accounts, which may elect to keep back orders active. Didax will notify you of any cancellation of back-ordered products.

New Accounts & Initial Orders

Initial orders from new accounts may require prepayment.

Open account terms are subject to credit approval at Didax's sole discretion.

Required documentation may include a completed credit application, tax exemption certificate, reseller license, and trade or bank references.

Third-Party Internet Retailer Sales Policy

Didax will not open new dealer accounts for retailers that do not operate their own physical store, catalog, or independently owned and controlled website, or for retailers whose primary sales are derived from third-party online marketplaces.

For purposes of this policy, a Third-Party Website is defined as an online marketplace that permits sales by multiple third-party sellers and is not owned, operated, or controlled by the dealer, including but not limited to Amazon.com and eBay.com.

Didax does not offer direct shipment to fulfillment centers owned or operated by Third-Party Websites, except for custom products produced specifically for a dealer.

While Didax does not prohibit sales on Third-Party Websites, Didax reserves the right, in its sole discretion, to limit, suspend, or discontinue shipments to any existing dealer whose primary

sales of Didax products occur through Third-Party Websites. Dealers subject to such action may also become ineligible for special terms, including but not limited to freight allowances, marketing or advertising support, extended credit terms, dating programs, or promotional offers.

Returns

All returns require prior authorization and a valid Return Merchandise Authorization (RMA) number.

Return requests must be made within six (6) months of the original invoice date.

Returned items must be listed in the current Didax catalog and be in new, clean, undamaged, and resalable condition.

A 15% restocking fee will apply to all approved returns.

Special order, custom, discontinued, and non-standard discount items are non-returnable and non-cancelable.

Unauthorized returns will be refused and returned to the sender at the dealer's expense.

Credits, if approved, will be issued as merchandise credit only.

Shortages & Damages

All shortages or damaged merchandise must be reported to Didax Customer Service within fifteen (15) days of receipt.

For verified shortages, Didax will ship the missing item(s) or issue a credit at its discretion.

For damages resulting from product defects, Didax will issue a replacement or credit.

Visible damage to shipping cartons must be noted on the carrier's delivery receipt at the time of delivery.

Damage occurring in transit must be reported directly to the carrier immediately.

Dealers must retain all original packaging materials and provide photographs upon request to support any claim.

General Terms

Didax reserves the right to accept, reject, limit, or cancel any order at its sole discretion.

These Dealer Terms & Policies supersede all conflicting terms stated on purchase orders or other dealer documents.

Product availability, specifications, descriptions, and packaging are subject to change without notice.

Bid, bulk, special, or custom orders may require prepayment and are final sale.

Failure to comply with these policies may result in suspension or termination of dealer status.

Dealer Terms & Policies are subject to change without notice. Continued placement of orders constitutes acceptance of the most current version.

Dealers with questions should contact info@didaxdealer.com or customer service.