Orders and Returns

How to order Dustin & Partners products, and how to return them · DP-POL-OR-001 Rev 1 · October 2026

This guide summarizes how we work. The Dustin & Partners Terms and Conditions of Sale attached to each quotation govern every order; clause numbers are given in brackets.

Orders

1. Request a quotation. Email info@dap.ing with as much of the following as you have:

- Who you are: company, contact name, role, email and phone.
- Where the project is: project name, city and country, and the owner or end user if you can share it.
- What equipment you need, if known: DP part numbers and quantities, or the measurements you need to make (for example crack movement, tilt or vibration).
- Project schedule, if known: required delivery date and installation window.
- Instrumentation budget, if known.
- Drawings or specifications, if available.

If you do not have every item, send what you have. We will help you define the rest.

2. We review your request. We reply by email with either a quotation or a request for more information. When we have enough information to price the work, we send a quotation by email.

3. Quotation. Quotations are in US dollars and valid for 30 days from the date of issue (Clause 2). Materials prices are FOB our facility in Logan, Utah, USA (Incoterms® 2020). Taxes, duties, freight, insurance, customs clearance and inland delivery are not included (Clause 4).

4. Place the order. Send a Purchase Order that references the quotation number, with the signed acceptance page of the quotation. Every order is subject to our written acceptance; no contract is formed until we issue an Order Acknowledgment (Clause 27).

5. Payment. 50% with the Purchase Order and the balance before shipment, by bank transfer (Clause 5). We release the order to production when the deposit has cleared.

6. Delivery. Delivery is 21 calendar days from receipt of cleared funds, subject to manufacturer lead time (Clause 6). We tell you the ready-to-ship date. You or your freight forwarder collect FOB Logan. Each shipment includes a commercial invoice, packing list, certificate of origin and, where applicable, calibration certificates.

7. Inspection. Inspect the goods on arrival. Report any shortage, damage or non-conformity to us in writing within 14 days of delivery; otherwise the goods are deemed accepted (Clause 13).

8. Installation and warranty. Installation, configuration and commissioning must be carried out by personnel we have certified. Send us the commissioning record to activate the 12-month warranty (Clause 8).

Shipping, customs and export

Delivery point. We sell FOB Logan, Utah, USA (Incoterms® 2020). Risk passes to you when the goods are handed to your carrier at our facility (Clause 7).

From that point you are responsible for:

- Freight forwarding and all transport to site.
- Cargo insurance.
- Import duties, taxes, VAT, port and handling fees, and all other government charges.
- Customs clearance and its coordination, as importer of record.
- Any import permits, registrations, conformity certificates or approvals required in the destination country.

Our documents. We provide the commercial invoice, packing list, certificate of origin and calibration certificates. Tell us in your quotation request if you need other export documents; fees may apply. On request we can arrange customs clearance through a local party for a fee (Clause 4).

Export control. All sales are subject to United States export control and sanctions law. Dustin & Partners alone determines whether an export is permitted, and may accept, delay or decline any order or shipment on export grounds. We may ask for end-user and end-use information before accepting an order. Products may not be resold, transferred or re-exported without our written consent (Clauses 21 and 25).

Shipping to and within the MENA region. Shipments to the region carry particular risks outside our control, including customs inspection and hold periods, regulatory and documentation changes, port congestion, routing disruptions and regional security conditions. Delivery dates are estimates. We are not responsible for delays, charges or losses arising after the goods leave our facility. Plan your schedule and insurance accordingly.

Changes and cancellation

Once an order is released to production it may be changed or canceled only with our written consent, and a 25% restocking charge applies (Clause 14). Custom-configured items, instruments calibrated or built to order, and items labeled for a specific project cannot be canceled once released to production and cannot be returned.

Returns (RMA)

1. Troubleshoot using your documentation. Before a return can be considered, work through the Dustin & Partners Troubleshooting Guide (DP-TS-001) and any troubleshooting section in the product documentation supplied with your order. Record each step and its result on the Troubleshooting Record in the guide.

2. Obtain clearance from Dustin & Partners. Contact us by phone or at info@dap.ing with your troubleshooting record. Our engineer reviews it and may direct further checks or run a remote diagnosis. Dustin & Partners alone decides whether a return is warranted. You may request an RMA only after we have given clearance by phone or email. Note the name of the person who gave clearance and the date, or keep the email.

3. Request a Return Material Authorization. Complete the RMA Request Form (DP-FRM-RMA) and email it to info@dap.ing with:

- the clearance reference (name and date, or the email);
- your completed Troubleshooting Record (DP-TS-001, Section 5);
- DP part number and serial number of each item;
- your quotation, Purchase Order or invoice number;
- installation date and the commissioning record;
- a description of the fault, with photos, readings or logger files.

Requests without clearance or without a troubleshooting record are declined.

4. Our review. We confirm receipt and review the request within 1 week, allowing for the different working weeks and time zones between Saudi Arabia and the United States. Where a return is justified we issue an RMA number with the disposition and shipping instructions. If not, we tell you why.

5. Ship the item. Do not ship until we issue an RMA number. Mark the RMA number on the outside of every package. Pack items in their original or equivalent protective packaging and ship to the address on the RMA. You are the exporter of record for the return: arrange and pay return freight, insurance, export clearance and any US import duties or fees. Return costs are not credited (Clause 14). Shipments that arrive with charges due will be refused.

6. Evaluation and disposition. We inspect the item and confirm the disposition: repair, replace, credit or reject.

- Confirmed defect within warranty: we bear the cost of replacement (Clause 8).

- Not covered (misuse, physical damage, improper installation, installation by personnel not certified by us, use of non-approved batteries or power supplies, or no fault found): we quote repair or replacement, or return the item at your cost. An evaluation fee applies.

7. Non-defective returns. Accepted only with our written consent. Items must be unused, in original packaging and returned within 30 days of delivery. A 25% restocking charge applies. Custom-configured items, instruments calibrated or built to order and items labeled for a specific project are not returnable (Clause 14).

8. Out-of-warranty repair. Follow the same steps. We quote the repair before any work is done.

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