



800.576.2000

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DENCOM CREDIT POLICY

Dencom will accept applications for open lines of credit. Dencom will review these requests and may, at its sole discretion, extend credit to a customer. Dencom reserves the right to review a line of credit at any time and to adjust or withdraw a line of credit at any time. Invoices are due on presentation. Dencom does not provide 30 day terms. Invoices for Maintenance Plans are issued on the first of each month and are due by the 25th of the month billed for coverage for the following month. Maintenance Plan coverage will be suspended if payment is not received by the 25th of the month billed. Invoices for Service Orders are due on presentation.

Your credit limit may be used for Maintenance Plan billings, Moves and Changes and for Service not covered by a monthly Maintenance Plan or Warranty. Service Orders which will exceed your available credit balance will require progress payments. 75% of the amount of the work order is due at the time of request before work commences and 25% due on the date of completion. If your balance exceeds your credit limit, work will be performed on a C.O.D. basis for the amount over your credit limit. Further, C.O.D. payment is required for any invoices over 30 days from date of invoice. If your company is placed on C.O.D. status while under Warranty for a new installation by Dencom, Dencom's obligations under the Warranty shall be suspended until Customer returns to good credit standing. Customer shall not be entitled to time or monetary credit for time that Warranty is suspended for credit reasons.

If a credit limit is not approved, work will be performed on a C.O.D. basis or you may deposit funds on account. To cover Remote Maintenance Programming and Service, C.O.D. customers may deposit a minimum of \$100 on account. When this balance reaches \$15 additional deposits of \$100 may be made to provide for continued Remote Maintenance Programming and Service. To cover on-site Moves and Changes and Service, a minimum deposit of \$500 is required and must be replenished when the balance reaches \$100.

In accepting this line of credit, you agree to all terms and conditions of this Credit Policy. You agree to pay Dencom a Finance Charge at the rate of 1 1/2% per month (\$5 minimum Finance Charge) on all outstanding balances over 30 days, and to pay for all costs of collection including, but not limited to, attorney fees. Disputes or requests for credit or offset must be made in writing to Dencom within 30 days of invoice date. Payment for the undisputed portion of the invoice must accompany the dispute. Dencom will respond to the dispute or request for offset within 15 business days of receipt of the dispute. If dispute is not made according to the terms and conditions of this paragraph, Customer waives right to any dispute or offset on invoice.

Dencom has a pre payment option which can save you money. If you pre-pay the entire amount of a Service Request prior to commencement of work, or to our technician when the work is completed, we will deduct 2% from the invoice on the spot. This discount does not apply to accounts on C.O.D. due to late payment or over credit limit.

Dencom reserves the right to alter or amend this credit policy at any time.

ADDRESS FOR PAYMENTS ONLY:

Dencom Systems, Inc.
Dept. LA 22918
Pasadena, CA 91185-2918

Accounts Receivable: 310-314-4115

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