



## SCT/Bully Dog General Sales Policies

**Minimum Opening Order:** \$2500, mix and match across Bully Dog and SCT product lines

**Authorized Reseller Program (ARP):** All direct and indirect resellers of Derive Systems products must complete the Authorized Reseller form and electronically sign the authorized reseller agreement

**Payment Terms:** We gladly accept Visa, MasterCard, American Express, Discover, cashier's check, electronic transfer, and check. Orders will ship once payment is received.

**Credit Terms:** Accounts in good standing for at least 90 days who purchase a minimum of \$5000 monthly may apply for a line of credit; once approved, payment terms are Net 30 days from date of invoice

**Pre-Paid Freight:** Orders totaling \$4000 or more, mix and match with Bully Dog and SCT products, receive free freight

**Dropship Fee:** Drop ship orders for tuning devices are subject to a \$20 dropship fee

### Order Policy:

The cut-off time for same-day shipping for 34 units or less is 1:00 p.m. EST.

Orders placed between 1:00 – 3:00 PM may request same day shipping for an additional \$20 rush fee.

Orders placed for 35 to 200 units will ship the next business day.

Orders of more than 200 units will require additional lead time, please contact your account manager for an ETA

### MAP/Advertising Policies

Derive Systems has a unilateral Minimum Advertised Pricing ("MAP") Policy, which can be reviewed [on our website](#). This paragraph is intended to inform you of the MAP Policy and does not constitute consideration for this agreement, nor does it separately constitute an agreement between you and Derive Systems regarding the prices you will charge your customers for Bully Dog and SCT Products. Derive Systems does not seek, nor will it accept, from any reseller any assurance of compliance with the MAP Policy.

### Stock Adjustment:

Resellers may request a 1 time annual stock adjustment of no greater than 5% of the prior year purchases. Obsolete or discontinued items are excluded from stock adjustments. A 2:1 offsetting order is required. A return authorization number is required prior to shipping. Freight charges are the responsibility of the reseller. All products must be complete and in new sellable condition with original packaging. A restock fee of up to 35% will be applied to any products that are not in new sellable condition. Missing components will be deducted from credit at published dealer pricing. Payment will be issued in the form of a credit upon receipt and inspection of returned merchandise. Devices that are vin locked are ineligible for stock adjustment credit.

### Limited Warranty:

SCT and Bully Dog products are covered by a One Year Limited Warranty from the date of purchase. The company may extend the Warranty on a case by case basis based upon dealer's circumstance. Shipping and handling charges are nonrefundable; any refund will be issued in the form of a credit.

SCT MAF's (BA5000, BA3000, BA2600) are NOT refundable under any circumstances. All software packages are not refundable after the consumer has signed the SCT NEULA and the software has been activated. Devices that are vin locked are subject to a VIN lock fee. A Return Authorization Number must be included with any warranty claim.

### SCT/Bully Dog Return Authorization Policy:

SCT will not issue a Return Authorization Number without first diagnosing the problem with our Technical Support Department. You may diagnose a problem by contacting our Technical Support Department via phone or email (407-774-2407 or [support@sctflash.com](mailto:support@sctflash.com)). Many issues with the devices can be resolved with diagnosis and repair in the field. If you choose to correspond by email, please provide an accurate description of BOTH the product and the product problem to the technician who is processing

the RA. If you choose to contact Technical Support by phone to diagnose the problem, then please make sure you have the device present and a computer available to be efficiently diagnosed. After verifying the symptoms, SCT will issue you an RA number. You must keep a copy of this number for your records as well as clearly mark the RA Number on the outside of the shipping box. If the RA number is not written on the outside of the box, the shipment will be refused.

Once SCT receives the device, the issue will be verified and the device will be repaired and returned to the address specified in the RA. Average turnaround time is 7 to 10 business days from date received.

If there are multiple items being sent for repair, please be sure to label each item indicating the problem.

If a product that has been returned for service requires a fee, and the fee is not paid within 90 days of receipt by SCT, the device will be returned to our inventory and it will not be redeemable by the customer.

After rendering an out of warranty repair, the product will gain an extended warranty to cover the repair for 30 days.

### Fees associated with repairs for RA's:

Unlock a VIN Locked device X4, BDX, Livewire TS+: \$150.00

Unlock a VIN Locked device Bully Dog GT/GTX Watchdog: \$250

Reset changes on device: \$65.00

Out of warranty repair (Warranty period is 1 year): \$100.00

**Payment Address:** Derive Systems P.O. Box 932902 Atlanta, Georgia 31193-2902

**Shipping Address:** Derive Systems 4200 Church St Suite 1066 Sanford, Florida 32771

**Business Hours:** Monday – Friday, 9:00 AM – 6:00 PM EST

**General Office Phone Number SCT Sanford, Florida:** 407-774-2447

**General Office Phone Number Bully Dog Pocatello, Idaho:** 940-783-9914

