



## **Becoming an Ozotech Distributor Frequently Asked Questions**

**Q. What are the obligations of the distributor partner to Ozotech?**

- Duty of the distributor to purchase and maintain a minimum quantity \$5K of both products and spare parts in market distributor serves
- To maintain inventory at a level that supports volume distributor is purchasing
- To promote the products to customers in markets served
- To provide after sales services and stock parts

**Q. What is Ozotech's obligations to the distributor?**

The first loyalty of the manufacturer is to the distributor and its customer base:

- To supply the products in a timely basis
- To provide information of the products
- To provide education and technical support
- To provide appropriate marketing assistance

**Q. Will my company have access to trademark and intellectual property?**

Yes, an authorized distributor will have the rights of the distributor to use suppliers' trademarks to promote Ozotech products and to sell Ozotech patented IP products.

**Q. What are the Terms of Sale / Price of the Products**

Terms of sales are cash on delivery (COD) until credit line is established. All international purchases are COD.

**How are prices charged to the distributor?** The distributor will receive volume discount pricing.

**How are prices charged to the consumer?** Ozotech will supply MSRP and may advertise MSRP but will not undercut MAP pricing.

**Is the distributor free to set its own prices?** Yes but Ozotech may publish MSRP for any product.

**Can the manufacturer change the prices?** Yes. Ozotech will provide a 60-day notice of any increase in prices.



**Q. What are warranty and repair policies?**

**Does the manufacturer provide warranty for the products?** Yes, most product warranties are one-year.

**What obligations does the distributor have with regards to the warranties?** Ozotech expects distributor to manage and maintain positive customer service to the end user.

**Q. What happens if the distributor receives defective products?**

Ozotech will replace any defective product within the one-year warranty period.

**What are the procedures for defective products?** The distributor will contact Ozotech to receive a Return material authorization (RMA). Once the distributor is given the RMA, the defective product is shipped back to Ozotech and once received, will ship out a replacement product to the distributor.