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## AV DEALER PROGRAMS



### 90 Minute Response Guarantee

We are so confident in our exceptional customer service we are willing to put our money where our mouth is. As an authorized dealer when you contact Dukane AV sales department for any reason Monday thru Friday 7:00 AM - 7:00 PM CST we guarantee that you will get a personal response from one of our representatives within 90 minutes of your call or email. If you do not get a response we will give you a 10% discount on your next order of Dukane AV products. So give us a call and start the clock! When time is money you can count on Dukane.

#### Terms & Conditions:

- Program begins June 1, 2015.
- Program applies to authorized dealers of Dukane AV.
- Contact refers to contact via telephone or email made to an AV sales representative between 7:00 AM - 7:00 PM CST Monday thru Friday. Holidays not included.
- A personal response is any communication from Dukane via telephone, email or otherwise directly related to the dealer inquiry.
- Failure to respond must be proven via timestamped voicemail or email and presented to the contacted Dukane representative within 7 days and failure to respond must be agreed upon by Dukane at the sole discretion of Dukane.
- Discount applies to the total cost of all Dukane branded equipment purchased at regular dealer price on the very next order not including shipping charges. Discount does not apply to bid pricing.
- Program subject to change at any time without notice. Only valid in the U.S. Void where prohibited by law.

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