



# X-Pert™ Ordering Procedures and License Fee Agreement

Performance Coatings

## HOW DO I ORDER THE X-PERT™ SYSTEM?

The first step is to complete the attached **X-Pert™ Order Form for DPC**. **Please Note:** This form must be completed correctly and returned to X-Pert before your order will be processed.

## HOW DOES THE BILLING WORK?

X-Pert Paint Mixing Systems will bill you directly or charge to your credit card a monthly license fee. This fee is between X-Pert and you (our customer) and is separate from the monthly DPC software fee. The first billing occurs within 30 days from the time your system was shipped. All customers outside of the United States must pay by credit card. **Please Note:** Additional hardware may need to be purchased to meet X-Pert minimum system requirements.

## WHAT DOES THE MONTHLY SOFTWARE FEE INCLUDE?

Your monthly X-Pert license fee includes the following services:

- Use of the X-Pert dispensing system
- 100% lifetime warranty for the dispensing unit and the control box (Excludes lids)
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| Initial set of X-Pert lids | Quart Lids | Gallon Lids | .5 Liter Lids | Liter Lids | 3-Liter Lids | 3.5-Liter Lids |
|----------------------------|------------|-------------|---------------|------------|--------------|----------------|
| DuPont                     | 60         | 12          |               |            |              |                |
| Spies Hecker               |            |             |               | 60         | 15           |                |
| Stadox                     |            |             |               | 60         |              | 15             |
| DuPont CroMax Pro          |            |             | 47            | 22         |              | 6              |
| Spies Hecker Permahyd      |            |             | 37            | 25         |              | 8              |
| Stadox Standohyd           |            |             | 37            | 25         |              | 9              |

- Toll-free X-Pert Technical Support at **888-345-8232**. The hours are Monday–Friday, 8:00 am–5:00 pm CT.
- Software license for the interface between your DPC software and the X-Pert system

**Please Note:** You must be a DPC customer to use X-Pert. If you are no longer a DPC customer, you are required to return the system to X-Pert at your expense (not including lids). For more information, please reference our Cancellation Policy on the attached X-Pert Order Form. In addition, non-payment of the monthly license fee will result in the X-Pert system being disabled.

## HOW DOES THE MONEY-BACK/NO-RISK GUARANTEE WORK?

The X-Pert system can be returned within the (3) month trial period if you are not completely satisfied. To obtain a refund for the (3) month trial period, you must notify X-Pert of your intent to cancel within the (3) month trial period. You will be reimbursed for all license fees paid during the trial period. Your reimbursement payment will not be sent until the X-Pert dispensing system has been returned to the X-Pert Service Center. The one-time shipping and handling charge of \$99.95 will not be reimbursed.

**Please Note:** You must pay your license fee while you use the system. If the license fee is not paid, the interface between X-Pert and your DPC color retrieval system will be turned off. Technical support will also stop at that time.

## WHERE DO I FAX MY ORDER FORM? WHERE DO I CALL WITH QUESTIONS?

Once you have completed the **X-Pert™ Order Form for DPC**, please fax to **866-632-5997**. If you have any questions, please call **888-345-8232**.

# X-Pert™ Order Form for DPC

## CUSTOMER INFORMATION:

YADA Customer #: \_\_\_\_\_ Company Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State & Zip: \_\_\_\_\_ Customer's Phone: \_\_\_\_\_

Customer's Fax: \_\_\_\_\_ If applicable, PO #: \_\_\_\_\_

Ship To: \_\_\_\_\_

Type of Order:  New  Transfer If a Transfer, previous YADA Customer #: \_\_\_\_\_

What type of mixing bank will you be using? (Mark one) (If necessary, please contact your DPC Rep.)

|  |   |  |  |
|--|---|--|--|
| <input type="checkbox"/> <b>Dedoes</b><br>Fork top like goal posts | <input type="checkbox"/> <b>Fillon Quick Link</b><br>Round top with 2 posts | <input type="checkbox"/> <b>FAS</b><br>Gear/sprocket, Chain/worm gear driven | <input type="checkbox"/> <b>Alliance</b><br>Small gear |
|--|---|--|--|

Which DPC paint line will you be using with your X-Pert system? (Mark one)

If you use multiple paint lines, there will be an additional charge for the extra lids.

- DuPont  Spies Hecker  Standex  
 DuPont CroMax Pro  Spies Hecker Permahyd  Standex Standohyd

DPC Rep: \_\_\_\_\_ Phone: \_\_\_\_\_

Jobber Name: \_\_\_\_\_ Jobber Contact: \_\_\_\_\_

Are you a Champion Jobber?  Yes  No Jobber Phone: \_\_\_\_\_

## MONTHLY PAYMENT METHODS:

The monthly license fee is an agreement between X-Pert and the customer and is separate from the monthly DPC software fee. X-Pert can bill customers directly or charge their credit card. All customers outside of the United States must pay by credit card. Please check your desired monthly payment method.

- X-Pert bills me \$124.95  X-Pert charges my credit card \$124.95 (VISA, MasterCard and American Express)

**Please Note:** In addition to your first monthly license fee, you will be billed a one-time charge of \$99.95 for shipping and handling (Continental US only) for the X-Pert unit and initial lids.

## CANCELLATION POLICY:

If you wish to cancel, please contact X-Pert at 888-345-8232 to disable the X-Pert interface. You will continue to be billed the monthly software license fee until the X-Pert interface has been disabled. You must also return your X-Pert system to the X-Pert Service Center within 30 days of cancellation.

## SHIPPING AND HANDLING POLICY:

The one-time shipping and handling charge of \$99.95 (Continental US only) covers your X-Pert unit and initial lids. This charge does not cover additional hardware and lids that you order. Additional shipping and handling charges will apply.

## PLEASE SIGN AND FAX TO 866-632-5997.

I authorize X-Pert Paint Mixing Systems, Inc. to bill me by the method indicated above. I understand that this authorization is valid unless I cancel the authorization through written notice.

Customer's Name: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Customer's Signature: \_\_\_\_\_

# X-Pert™ Order Form for DPC

## CREDIT CARD ORDERS:

I authorize X-Pert Paint Mixing Systems, Inc. to keep my signature on file and to charge my credit card account on an ongoing basis for amounts I owe.

I understand that this authorization is valid unless I cancel the authorization through written notice. I also agree to contact X-Pert Paint Mixing Systems, Inc. if there are any changes to my credit card account information.

**Type of Card:** (Circle one)      **VISA**      **MasterCard**      **American Express**

**Cardholder's Name:** \_\_\_\_\_

**Cardholder's Address:** \_\_\_\_\_

**Cardholder's City:** \_\_\_\_\_      **State:** \_\_\_\_\_      **Zip:** \_\_\_\_\_

**Card Number:** \_\_\_\_\_      **Exp Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Card Verification Code** \_\_\_\_\_ (3-digit code located on signature strip.)

**Cardholder's Signature:** \_\_\_\_\_      **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_