



CANADA
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CUSTOMER COMMUNICATION

Dear Valued Customer,

We are pleased to inform you that we have successfully finished our annual inventory, thank you for your patience during these days.

Our internal system integration, which was planned to take place on April 1, 2022, has been postponed until further notice. Customer codes, invoice numbers and credit memo numbers will continue to be in the same format. Dixie will inform all customers once the change to the new system is complete.

Return Goods Authorizations:

As communicated in December 2021, beginning January 2022 we require a "Request for RGA" to be submitted for any type of returns, including the following:

- **Core Return** ▪ **New Return** ▪ **Warranty Return** ▪ **Stock Adjustment**
 - **Mis-ship** ▪ **Recall** ▪ **Changeover**
- RGA Request Submission Form can be found at: www.dixie-electric.com/rga
 - Our Dixie Returns Team will reply with an approved RGA number, along with shipping instructions and the paperwork that needs to accompany your return.

Sincerely,

Niall Davidson

Vice President, Sales

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