

## Value Added Reseller Introduction to NEDAP AVI

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NEDAP AVI (Automatic Vehicle Identification) is a business unit of N.V. Nederlandsche Apparatenfabriek, also called NEDAP ([www.nedap.com](http://www.nedap.com)). The Company was founded in 1929 and is based in the Netherlands. NEDAP employs approximately 660 people worldwide and has annual turnover of approximately 140 million USD.

NEDAP is a diversified electronic manufacturer with end to end manufacturing capabilities in AVI, Security and Loss Prevention Systems, Electronic Voting machines and systems, OEM components for the telecommunications, automotive and building automation industries.

NEDAP is a public Company quoted on the Euronext Exchanges.

Headquarters:  
NEDAP N.V.  
Automatic Vehicle Identification (AVI)  
P.O. Box 103  
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The Netherlands

Phone: +31 544 471 666  
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E-Mail: [info@nedapavi.com](mailto:info@nedapavi.com)  
Web: [www.nedapavi.com](http://www.nedapavi.com)

## Tuxen & Associates, Inc.

Tuxen & Associates, Inc. is an International Business Development Agency ([www.tuxen.us](http://www.tuxen.us)).

Tuxen & Associates, Inc. is the exclusive agent for NEDAP AVI in The Americas and as such has been contracted to do business development, sales, payment clearing, US Warehousing and technical support.

As a NEDAP AVI customer Tuxen & Associates, Inc. act as your primary contact for all business transactions with the company.

Tuxen & Associates, Inc.  
500 West Main Street, Suite 301  
Branson, MO 65616

Gorm Tuxen, President  
Phone: (417) 332-0996 Ext. 102  
Fax: (417) 337-8889  
E-mail: [gtuxen@tuxen.us](mailto:gtuxen@tuxen.us)

Federal ID #: 56-2300822

Phone: (417) 332-0996  
Fax: (417) 337-8889  
E-Mail: [sales@tuxen.us](mailto:sales@tuxen.us)  
[support@tuxen.us](mailto:support@tuxen.us)

## Doing business with NEDAP AVI in North America

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### **Sales Support:**

Please Contact:

Brian Henry  
(417) 332-0996 Ext. 103  
[bhenry@tuxen.us](mailto:bhenry@tuxen.us)  
[sales@tuxen.us](mailto:sales@tuxen.us)

### **Sales Support (South America):**

Please Contact:

Alex Perdomo  
(417) 332-0996 Ext. 107  
[aperdomo@tuxen.us](mailto:aperdomo@tuxen.us)  
[sales@tuxen.us](mailto:sales@tuxen.us)

### **Technical Support and Order Tracking:**

Please Contact:

Curtis Dennis  
(417) 339-7368 Ext. 101  
[cdennis@tuxen.us](mailto:cdennis@tuxen.us)  
[support@tuxen.us](mailto:support@tuxen.us)

Level 1 Support  
Phone/E-Mail

Technical support is offered to all customers and end users Monday – Friday between the hours of 8:00 A.M. – 5:00 P.M., CST and is free of charge.

Customers will be given access to technical support documentation, firmware upgrades/changes relevant to each product on line.

Level 2 Support  
Field Support

Field support is available only with the previous approval of NEDAP AVI and may be subject to charges such as reimbursements for time and travel. If deemed a chargeable item Field Technical Support Time will be charged at a rate of US \$50.00 per hour (Maximum 8 Hrs per day), travel will be billed at actual cost +10%.

**Ordering:**

Please issue purchase orders to:

NEDAP AVI  
Tuxen & Associates, Inc.  
500 West Main Street, Suite 301  
Branson, MO 65616

Fax: (417) 337-8889  
[sales@tuxen.us](mailto:sales@tuxen.us)

**Shipping:**

Factory Direct:

Orders can be placed to ship from the NEDAP factory directly to your destination subject to the pricing and terms and conditions set forth in the Price List. All factory direct shipments are billed as Ex Works factory, Holland. Customer is responsible for all freight, clearance, duty and local taxes.

US Warehouse:

Orders can be placed to ship from our Missouri Warehouse subject to the pricing and terms and conditions set forth in the Price List. All warehouse shipments are billed FOB US Warehouse, Missouri.

Rush Shipping Charges:

Will have to be authorized by customer in advance and will be billed separately.

**Billing:**

Invoices are issued directly from NEDAP AVI in the Netherlands and will be sent to your designated address and agent for payment.

**Payments:**

Tuxen & Associates, Inc. act as a clearing agent for all NEDAP AVI payments in the Americas. Payments should be made to:

**Tuxen & Associates, Inc.**  
**500 West Main Street, Suite 301**  
**Branson, MO 65616**  
**USA**

Wire transfer instructions are available upon request.

Please Reference: NEDAP AVI Invoice number(s)

Federal ID #: 56-2300822

Phone: (417) 332-0996  
Fax: (417) 337-8889  
E-Mail: [sales@tuxen.us](mailto:sales@tuxen.us)

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**Warranty:**

NEDAP products are covered by a one (1) year warranty against defect in materials and workmanship from date of purchase. At its discretion NEDAP will repair or replace any defective product during the warranty period. This warranty does not cover the repair or exchange of any product resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which NEDAP is not responsible. NEDAP makes no express or implied warranties of merchantability and fitness for a particular purpose.

**Repairs:**

All repairs must be issued an R.M.A. number before they are returned. Standard repair charges will be assessed to all items beyond the warranty period and for items not covered by the NEDAP warranty.