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Notice of counterfeit Dielectric Laboratories products

5/15/11

To our valued customers:

Here at Dielectric Laboratories (DLI) we feel that it is our responsibility to make you aware of unsavory business practices going on in the open market that may affect you and the product you build. Our intelligence sources have informed us that there may be counterfeits of our product. We believe that the high quality of our products is what has allowed us to be successful all these years. We want you to know that the presence of counterfeits may cause compromising situations that could be detrimental for both of our companies.

At DLI we are obviously very concerned about the recent information that has been presented and rest assured we will do everything that we can to mitigate this risk. In the mean time we would have to ask you to be vigilant with your procurement process. Our recommendation is to make sure you are only dealing with DLI authorized distributors, representatives, or buy from DLI direct. Dielectric Laboratories will not take responsibility for products purchased using any other means other than those authorized by DLI. That being said, any and all suspected defective parts must receive a returned material authorization number (RMA) prior to being returned to DLI for proper disposition and analysis.

We appreciate your cooperation working with us to prevent and remove the unsavory business practice of counterfeit parts in the market place.

Together, whatever contribution we can make to eliminate the circulation of counterfeit products will greatly benefit all within our industry.