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We make every effort to reply to your product questions or concerns within two (2) business days. If it seems we are not getting back to you, it could be that our e-mail response has fallen into your junk or spam folder. Please be sure to allow for and check for our '@dmtsharp.com' e-mail within your mailbox. And please do not hesitate to call Monday through Friday, 8:00 am to 5:00 pm eastern time so that we may respond to your questions directly.

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