

4th & Vine DEALER POLICIES

Dealer Definition

To qualify for dealer status an account must supply us with a copy of their business license, sales tax number and three business references. Additionally, current bank information and company contact personnel must be provided. Dealer accounts are expected to order our minimum dealer order quantity of \$100.00. Orders under \$100.00 will be charged a \$10.00 handling fee. Any order under \$100.00 MUST be paid by credit card. No order under \$100.00 will be charged to account. We need complete information on billing and shipping addresses, telephone, fax and email if available.

Order Processing

We will process dealer orders by telephone, fax, email or from our web site's online ordering system. Dealers must have an account set up prior to using the online web based ordering system. When placing an order please provide your full *company name, purchase order number* (if used), *account number* and where you wish the order shipped. Payment arrangements should accompany the order. When we receive your order we will process for shipping in the order in which it is received. We try to ship all orders within 48 hours. Freight charges are calculated after the order is picked and the charges are added to the invoice at that time. When the order is processed online an email notification is automatically sent to those dealers who placed their order online.

Credit Terms

The dealer understands that the terms on which the company grants credit are as follows:

- Accounts are net 20 or 30 days. Overdue accounts are subject to an interest charge of 2% per month (24% per annum). Any payments made thereafter will be applied to interest first and then to principle.
- Credit may be restricted on any account with a thirty (30) day past due balance unless special permission has been received from the credit department.
- Accounts over 30 days are put on hold until the account is brought up to date.

Your initial order must be paid for in advance by check, Visa or MasterCard. Dealers may pay for subsequent orders using Visa or MasterCard accounts. A \$30.00 fee will be charged on all returned checks. If a Credit Account is requested and approved, cheques will be accepted as long as terms are met. Please provide your email address to receive results of your credit application. Interest charges at 2% per month (24% annually) will be added to owed funds each month. A minimum monthly interest/account fee of \$2.00 per statement will be charged on these accounts. If we are required to seek legal assistance in collecting funds owed to us, you will be responsible for all legal and/or collection fees.

Shipping Methods/Charges

We ship using expedited post services or Purolator which is 6 to 10 working days delivery time within the US and 5 to 7 in Canada. All shipments are FOB our warehouse. This is our preferred method of shipping as it is a traceable service. Other shipping methods may be available at your request. We do not include insurance on shipments unless requested so by the dealer at the time of order. All shipping charges are the responsibility of the dealer.

Damaged Goods/Shipments

All items are in perfect condition when they leave our warehouse. We realize that some packages are not always handled in the manner that we would like to see them handled, therefore it is very important to inspect your packages at time of delivery. If you receive any damaged items please save the shipping carton and the tracking information. Claims for damaged merchandise or lost shipments should be filed against the carrier within 30 days of shipment but we ask that you contact us so that we are aware of the claim and so that we may assist you in whatever manner we can. The customer is responsible for any shipping charges and/or costs incurred or billed on any refused shipments or items returned to us. Claims for shortages must be made within 4 days of receipt of shipment.

Returns

Returned goods will not be accepted without prior approval and are subject to a 20% restocking fee. Dealers are responsible for return shipping fees. No returns or exchanges are accepted on discontinued items.

These above stated policies are subject to change at any time and without prior notice. Any and all changes to our pricing and discount policies will be posted on our web site. We reserve the right to refuse commercial accounts and/or promotions to anyone we consider unsuitable.