

ZODAX

POLICIES TERMS & CONDITIONS

WHEN ORDERING

- Minimum order per shipping point: \$500.00 for new orders; \$400.00 for re-orders.
- All items must be ordered according to the minimum order quantities specified in the catalogue.
- Purchase order must be signed by an authorized buyer.
- All orders are subject to acceptance at Zodax headquarters. All sales are final.
- Backorders will be shipped without notification if within 90 days of original ship date.
- Backorders under \$100.00 will be canceled automatically within our system unless customer increases order.
- Changes to orders must be made in writing and within 3 days of order placement.
- Cancellations will be accepted only if the order has not shipped.
- New customers must provide a credit card on their first order.

PRICING

- All prices are subject to change without notice.
- The wholesale prices in this catalog apply to stocking retailers only.
- Items are billed at prices in effect at time of shipment.

E-COMMERCE

- **Must Have an Approved Website:** Authorized Online Dealers may only sell approved Zodax Products through websites that have been approved in advance by Zodax. Zodax reserves the right to approve and request changes to any Authorized Online Dealer website with regards to this policy, or regarding its own expectation of product presentation and the consumer experience on any online store. Authorized Online Dealers must obtain Zodax's prior approval of all e-commerce strategies or programs that are inconsistent with this policy.

PAYMENT TERMS

- Opening orders must be prepaid. We accept company checks, Mastercard, Visa or American Express. CODs will not be accepted.
- If prepaying by check, please allow 3 weeks for check clearance.
- Using credit card, money order or cashier's check will expedite shipment.
- Net 30 terms: Please contact Zodax Credit Department for credit application, or submit your own credit form with complete trade and bank references and a signed Zodax credit application. Upon approval, terms will be established for reorders.
- Returned checks: Zodax will apply a \$25 fee to your account for checks that are refused by your bank due to non-sufficient funds.

SHIPPING

- FOB point is Los Angeles, California.
- Special routing information must be specified or Zodax will ship at its own discretion. For customers inside the United States, we ship via FedEx Ground, UPS and LTL common carriers.
- Due to the nature of our products, some items will be shipped in oversized cartons which may result in higher freight costs.
- Zodax will select the most efficient shipping method in accordance with our freight program. Items that require special care and handling or if the weight of the shipment is substantial will ship via truck. Truck shipments will not be released until the order exceeds \$500.00 and when less than \$1,000.00, incur a one-time surcharge of \$50.00 for special handling. This excludes backorders.
- Please note that accessorial charges such as residential delivery, inside delivery, liftgate requirements, and the like are not included in freight quotes and that you will be responsible for these costs. Items listed below are examples of some common accessorial services that incur an additional fee:
 - Residential delivery - \$75.00
 - Residential delivery for Ground - \$10.00
 - Lift-gate service - \$75.00
 - Limited access delivery - \$75.00
 - Inside delivery - \$50.00 charge when a driver is required to move shipment inside.
 - Delivery appointment - \$30.00

LATE PAYMENT

- Late charges of 1.5% per month (18% annual) will be applied to all past due accounts.
- Late payments may cause delayed shipments of future orders.
- Collection costs and attorney fees will be at customers' expense. All delinquent accounts will be submitted to Dun & Bradstreet, GAIN and other credit bureaus.

RETURNS / CLAIMS

- Claims must be made in writing within 7 days of receipt of merchandise. All claims must be emailed to claims@zodax.com. Invoice number and date must be specified.
- Merchandise refused or returned is subject to a 20% restocking fee plus shipping charges.
- All returns require prior approval from Zodax headquarters (not from your sales rep).
- Return Authorization numbers (RA#) issued by Zodax headquarters must be listed on all documents.
- Actions such as unauthorized or unjustified returns or unapproved merchandise destruction will forfeit a claim.
- Price tagged or shopworn merchandise may not be returned.
- Due to the use of natural materials and the handcrafted nature of our products, slight variations in finishes, tones, size, and colors are common. These are not grounds for a return, exchange, or credit.