

EiKO USA: Terms, Conditions, & Shipping Procedures

Effective: March 1, 2017.

Supersedes all past terms and conditions of Price books and Sales Supplements.

Prices: As Shown and subject to change without notice.

Distributor Status: Distributors must purchase a minimum of \$3,500 annually in order to maintain distributor status.

Small Order Charge: Orders under \$250 will be assessed a \$15 small order charge (SOC).

Payment Terms: Net 30 days, from date of shipment as it appears on invoice. Postmark date on envelope will determine if payment has been made within terms. All orders received are subject to review and approval by our credit department. Orders received from customers with delinquent accounts may be subject to shipping delays, so please keep your account current.

Freight: NOTE: SoLux and EiKO products may be combined to meet prepaid freight requirements. EiKO Global, LLC will select the carrier of its choice.

1. All orders of \$1,000 or more will be shipped FREE FREIGHT F.O.B. destination via regular ground UPS, FedEx or USPS within the continental United States. Orders less than \$1,000 will be shipped F.O.B. origin.
2. UPS Second Day Air Blue - At the request of the distributor, orders will be billed at the UPS Second Day Air Rate.
3. UPS Next Day Air Red Label - At the request of the distributors, orders will be billed at the UPS Red Label Air rate.
4. Shipments made at the choice of the distributors, other than above, will be shipped F.O.B. shipping point.
5. Additional charges will apply for residential delivery.
6. Alaska, Hawaii and Puerto Rico - Orders of \$1,000 or more will be shipped free freight F.O.B. to a freight forwarder.
7. EiKO will no longer ship freight collect using the customer's account number.

We will cover the above items under normal Continental United States Policy. Therefore, you can achieve free freight to a border destination and then pick up the expense of forwarding the freight to your destination in Alaska, Hawaii or Puerto Rico. As an example, if you are a customer in Hawaii, you can have the goods for orders over \$1,000 shipped free freight to a freight forwarder. It would then be your responsibility to cover the freight to Hawaii.

Return Authorization:

1. You must contact EiKO Global, LLC for authorization to return defective products and shipment errors.
2. Return authorization will not be issued unless the distributor provides a valid invoice number showing when goods were purchased. A copy of this invoice must be included with the return.
3. Goods must be an active item and be less than one year old to be eligible for return. Clearance and closeout items are not eligible for return.
4. Where the request for return is neither defective merchandise nor error made by EiKO Global, LLC, the following policy will apply:
A restocking charge of 20% will be charged on all authorized and acceptable goods. If goods are not returned in resalable condition they will be returned to the sender at the expense of the sender and no credit will be issued.

NOTE: All returns must have a return number on the outside of the box or they will be refused.

Shipment Discrepancies: All shipment discrepancies, damage, etc, must be reported within 10 days of the shipment date shown on the invoice.

General: We reserve the right to, at any time and without notice, discontinue or substitute brands.

Minimum Order Requirements for Linear Fluorescent Lamps: In order to avoid breakage, the minimum order quantity for T8 & T12 linear fluorescent lamps four feet or longer is 360. The minimum order quantity for programmed start T5 linear fluorescent lamps is 100. Mixing SKUs to meet the minimum order is allowed. Orders under \$1,000 will be charged \$70 LTL freight.

***Important Note About Minimum Advertised Pricing (MAPP):** In order to avoid predatory pricing and to maintain the integrity of the products, SoLux products purchased through EiKO Global, LLC may not be advertised for sale (Internet, electronic, print media, mailings or otherwise) by you, a sub-distributor or any other agent, below the minimum advertised price established in the current Distributor Net Price Schedule. This minimum advertised price will be known as and referred to as the MAPP price. Failure to comply with MAPP pricing requirements will result in the loss of your access to SoLux products.

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