



WHOLESALE/DEALER ACCOUNT TERMS AND CONDITIONS – effective 2008-03-15

Payment Terms: Unless previously negotiated, all orders must be pre-paid with credit card (Visa and MasterCard only), cheque or money order. Declined transactions will be automatically charged a **\$20 ADMINISTRATION FEE**, and the order will be placed at the back of the line and possibly delayed.

Minimum Orders: Minimum Order values are required and are non-negotiable for all wholesale orders. We require dealers to place a minimum 1st order of \$350.00. All subsequent orders must be \$150.00 or more.

Ordering: All correspondence and communication must be made with our Head Office. All orders must be received in written format via fax, or email in order to be processed. Orders cannot be taken over the phone. If accounts are left inactive for more than 12 months, they will be reviewed by Twist Conditioning Inc. and subject to termination.

Purchase Orders: must contain the following information:

- Company & Contact Name
- Bill To and Ship to Address
- Purchase Order Number and Payment Details
- Quantity and Description of Goods Ordered

Twist Conditioning Inc. reserves the right to refuse shipment if the above information is not provided.

Warranty Claims: ALL WARRANTY CLAIMS with a manufacturing defect MUST be approved by Twist Conditioning Inc. prior to prepaid return shipment. Please contact us to obtain a return authorization number and return form to include with your shipment. Twist Conditioning **WILL NOT ACCEPT** any returns without a return authorization number (RA#). Upon receipt, we will inspect the item, and either repair, replace, or credit the item. TCI will **NOT** handle warranty returns directly from your customer, but will reimburse the dealer directly via credit memo, or product in kind.

Returns and Cancelled Orders: Products ordered in error and cancelled orders will be subject to a **20% restocking fee**. Cancelled orders include any order that has been picked and packed, including orders that have not been shipped out yet, or orders that have been refused by the receiver upon delivery. For orders that have been received, the items must be shipped at the dealer's expense.

Goods Damaged in Transit: Products that have been damaged in transit, or short shipped items must be reported within 48 hours of receipt of shipment in order to make a claim.

Drop Shipments: Drop shipments from our warehouses direct to you customers will be subject to a service charge.

