

LONGUST DISTRIBUTING- GENERAL TERMS

Order Entry Hours

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|---------------------------|-------------------------------------------------------------------|
| Order Desk: | 6:30 a.m. to 5:00 p.m. Monday – Friday (Mid-March until October) |
| NON-Daylight-Saving Time: | 6:30 a.m. to 6:00 p.m. Monday – Friday (November until Mid-March) |
| Corporate Office Hours: | 8:00 a.m. to 5:00 p.m. Monday - Friday (Arizona Time) |

TOLL-FREE CUSTOMER SERVICE PHONE NUMBERS

Toll-Free Phone: 1-800-352-0521 or 480-820-6244 (press option #1) **Fax orders:** 800-352-0526 or 480-345-0324

Commercial Order Service

Toll-Free Phone: 1-800-352-0521 (press option #2)

A. Terms

- Where Longust's Credit Department has extended open credit to Buyer, terms shall be: Net 30 days from invoice date.
- **Payments made by credit card will be subject to a 3.0% convenience fee.**
- Order acceptance is subject to credit review and the ability of manufacturer to supply.
- Per industry standard, allow 5% for breakage and defective tiles when ordering Ceramic & Porcelain Tile
- All prices, packaging specs and pallet quantities are subject to change without notice.
- All flooring products are sold in **Full Cartons Only**.
- Material(s) purchased, at your direction, from associate distributors will be subject to a 15% handling fee plus associated freight costs.
- **All orders that are 30 days Past Due Ship date or Will-Call date WILL BE CANCELLED.**
- When placing orders, **part numbers always supersede color descriptions.** Please confirm both part number and color name.
- **SHOWROOM & MODEL HOME ORDERS MUST BE PLACED WITH YOUR LONGUST SALES REPRESENTATIVE**
- When placing orders by phone, the order will be read back to you to ensure you receive exactly what you intended on ordering so please listen very carefully to verify accuracy. Please note: **all Order Service calls are recorded for clarity and training purposes.**
- When placing orders by fax or e-mail, an order confirmation will be sent back with a reference number. Please check the confirmation for accuracy.
- **A service charge will be applied for picking up partial orders.** There will be an additional \$15.00 added to orders per line split-partial pickup.

B. Natural Product Disclosure

Stone products possess inherent characteristics, which by nature, include but are not limited to extreme variations in coloration, shading and structure. Hardwood floors feature natural properties such as knots, graining, mineral streaks and/or other natural characteristics, therefore, it is important to have your customer inspect the material prior to installation. **Installation constitutes acceptance.**

C. Use Constitutes Acceptance

The customer must inspect material prior to installation. **We are not responsible for any claims related to material and/or labor after it has been installed.**

D. Rectangular products

All Rectangular or plank shaped tile must be installed with no more than a 33% offset. Some tile products require a ¼" grout joint and widening the grout joint generally will help compensate for lippage.

E. Damaged Shipments

All products are carefully inspected before they are shipped. You protect yourself by refusing shipments showing damage or shortage by noting on the delivery sheet the extent of the damage or shortage. Concealed damage should be reported as soon as discovered, **but no later than 15 days after receipt of shipment.** Refuse the shipment if it is the wrong product, color, or size. **Use of the product constitutes acceptance, and no adjustments will be made.**

F. Claims

Complaints must be inspected by the dealer prior to any involvement by the wholesaler or manufacturer representative. See the Longust Claim Procedure Manual for more information. **NO POTENTIAL CLAIM RETURNS WILL BE ACCEPTED WITHOUT PRIOR APPROVAL FROM THE MANUFACTURE OR A RETURN AUTHORIZATION FROM LONGUST DISTRIBUTING**

G. Non-Stocking Special Orders & Factory Direct Orders

Please Place Factory Orders with Caution. Factory direct orders cannot be changed and/or cancelled once the material has been ordered. Only domestic, warehoused material orders will be considered for return & will be subject to the final approval from the factory. All returns are pending upon manufacturer generated re-stocking fees and freight rates.

H. Special orders and Storage policy

All special orders will be invoiced 30 days after receipt of goods in our warehouse. Goods purchased from our Specials List must be picked up or scheduled for shipment within 3 days of order placement or the goods will be returned to stock and the order cancelled. Handling/Storage fees: \$30.00 per pallet / per month if not picked up within 30 days of initial required/ filled date or receipt of material to Longust warehouse from named manufacturer. Charges will be applied when material is shipped or picked up. Restocking and freight charges will remain on any cancelled orders for non-stocking material.

I. Warranty

All warranties, expressed or implied, lie solely with the manufacturer.

J. Returns

Request to return material is subject to Longust Distributing's "Customer's Guide to Returning Material" manual. More information is available at www.longust.com. All returns are subject to the handling charges listed therein, or a \$75.00 minimum per invoice. Only full, unopened cartons of current, running line material, locally stocked by Longust, may be returned. **MATERIAL MUST BE IN UNOPENED MANUFACTURE CARTONS**

| <u>Product Type</u> | <u>Customer Return</u> | <u>LDI Truck Pick-Up</u> |
|----------------------------|------------------------|--------------------------|
| Tile: | 25% | 35% |
| Laminate: | 25% | 35% |
| Wood/Bamboo: | 25% | 35% |
| LVT: | 25% | 35% |
| All Other Material: | 25% | 35% |

Legante