

Galleher Corp. Business Terms & Conditions

Effective April 7, 2011

This revision is applicable to all product lines sold by Galleher.

<u>Prices:</u>	F.O.B. Galleher Warehouse
<u>Payment Terms:</u>	Terms vary by product line. Please refer to invoice for specific discounts or call customer service.
<u>General Information:</u>	All prices subject to change without notice. All Pallet Quantities shown are approximate and subject to change without notice. Per Industry Standard.
<u>Delivery Charges:</u>	Standard \$70.00 + \$9.50 Fuel Surcharge Minimum Delivery Charge to a Job Site address. Standard \$60.00 + \$9.50 Fuel Surcharge Minimum Delivery Charge to a Store Front address. Galleher reserves the right to assess temporary fuel surcharges from time to time depending on market volatility of fuel prices. Delivery Charges differ in Arizona and Nevada. The charge for deliveries outside the counties of Los Angeles, Orange & San Diego may be slightly higher. A minimum \$125 charge will apply for all upstairs deliveries. A \$10.00 handling fee will be assessed for all customer transfers to branches. Additional charges apply to Wood. <ul style="list-style-type: none">♦ WOOD-There will be an additional charge of \$0.050 per square foot for orders over 915 square feet. Ex: 915 SF X \$0.050 = \$45.75 + \$70.00 = \$115.75
<u>Special Deliveries:</u>	Additional charges may be assessed for difficult and time consuming deliveries. It is the desire of Galleher to meet requested delivery schedules, however, Galleher shall not incur any liability, consequential or otherwise, due to any delay or failure to deliver for any reason. Galleher reserves the right to make deliveries in installments. The delivery of part of an order shall not obligate Galleher to make further deliveries. Any additional charges or costs due to refusal of delivery shall be borne by the customer, including, but not limited to, redelivery, storage and re-stocking charges. Bill of lading or carriers' receipts constitute delivery of merchandise.
<u>Material Return Policy:</u>	All returns must receive authorization. Approved returns will be assessed a 15% re-stocking charge or a minimum of \$35, whichever is greater. Full unopened cartons or rolls only. No returns on Special Order or "as is" material. Only Current Line Material may be returned. No returns on broken or damaged cartons. No returns after 30 days from date of purchase.
<u>Credit Policy:</u>	Galleher Corp. bases all credit and accounting procedures on established policy. This policy is available for review by interested individuals. Overdue accounts may be subject to interest charges on those balances.
<u>Warranty:</u>	GALLEHER CORP., A DISTRIBUTOR OF FLOORING AND RELATED ACCESSORY PRODUCTS, DOES NOT PROVIDE ANY WARRANTIES, EXPRESSED OR IMPLIED, WITH REGARD TO ANY PRODUCTS WHICH IT DISTRIBUTES. The manufacturers and suppliers of the products we distribute provide their own limited warranties that are generally available to our customers as described above. The limited warranties generally do not cover the following possible problems: Cupping, buckling, shrinking, warping, expansion, slipping, popping, rot, termite or beetle infestation, job site conditions, floor preparation, your handling or storage of these materials, or improper installation beyond the product manufacturer's or distributor's control.
<u>Model Home and Sample Program:</u>	Individually developed model home, display floor and sample programs are available from Galleher for accounts requiring these services. Please consult your sales representative or our Sales Office for specific information.
<u>Claim Handling Procedures:</u>	In the event of a possible manufacturer's defect with the product purchased from Galleher, contact Galleher and your salesperson with all the required information, including invoice date and number. The utmost effort will be made to resolve the claim as efficiently as possible.
<u>Special Order Policy:</u>	Most special order items may require a 50% (Non-Refundable) deposit. All special orders require a non-cancelable P.O. All special orders need to be shipped or "will called" within 30 days after arrival at Galleher. After 30 days the full amount will be invoiced.