

Alliance Distribution Partners LLC Terms and Conditions

General Conditions

Alliance Distribution Partners LLC does not sell to end-users. Only credit applications from distributors will be considered and must be accompanied with a Blanket Certificate of Resale.

Prices are subject to change without notice. Customer orders will be billed at the price in effect at the time the order is shipped. All orders are subject to Credit Department approval before shipping.

Payment Terms

Terms are 1% 10 days/Net 30 from invoice date. We are pleased to offer qualified customers open lines of credit after approval of their application. Credit Cards can also be used to purchase products from Alliance Distribution Partners. We accept Visa, Mastercard, and Discover. Credit cards cannot be used to pay off monthly balances on open lines of credit with the company.

Alliance Distribution Partners reserves the right to extend or withhold lines of open account credit to any company based on record of trade payments, financial condition, amount of credit needed, etc.

Alliance Distribution Partners may also require personal guarantees and/or other security interests in the credit review process. Inquiries about credit requirements should be addressed to Credit Department, 539 N. Belvedere Drive, Gallatin, TN 37066

Past Due Accounts

Open account privileges may be suspended if invoices for any month are not paid when due within published terms, and subsequent orders may be held until the account balance is reduced to a current status. Unusual cases of adjustment or dispute will be given individual consideration and handled accordingly. Interest at the rate of 1 ½% per month or 18% per year may be charged on any past due balance and shall be paid by customer. Reasonable attorney's fees and other collection costs will be added to collection claims. A service charge of \$35 will be assessed on any returned check.

Freight Policy

Freight will be prepaid on all orders over \$1,200.00 in merchandise value. All orders not qualifying for freight prepaid will be F.O.B. shipping point, with freight prepaid and added to the customer's invoice.

Miscellaneous Freight Charges

In addition to the freight policy above, Alliance Distribution Partners reserves the right to adjust charges due to carrier fuel surcharges, dimensional charges, HAZMAT, and other fees. I agree to these terms and conditions _____

Small Order Charge

All orders under \$100.00 of net merchandise value will be charged an additional \$5.00 for processing.

Return Policy

Our Customer Service Department works closely with customers to make these transactions as easy as possible. Contact our Customer Service team within 30 days of your purchase at (615) 206-3500 for the prompt handling of your merchandise returns.

Obtaining a Return Authorization Number

Prior to any return, these three steps will ensure a smooth process. These essential steps pertain to any and all returns.

1) You must call our Customer Service Department for approval at the phone number listed above. Please have the following information available:

- a) Your account number
- b) The invoice number
- c) Quantity to be returned
- d) Manufacturer part number
- e) Reason for the return

2) Customer Service will issue you a Return Authorization (RA) number.

3) Customer Service will issue you Shipping Instructions. Please write your RA number on your shipping label and affix to shipping carton. In the case of multiple cartons, write your name on EACH shipping label, AND indicate number of cartons, for example 1/3, 2/3, 3/3. If the shipping carton is the original manufacturer packaging, DO NOT write the shipping address or RA numbers directly on packaging as the product must be in resalable condition to receive credit.

Merchandise Credits

To receive credit, returned merchandise must be in its original package and be in resalable condition. Return requests must be approved, processed, and returned to our distribution center within 60 days of the original invoice date. There will be no restocking fee for items returned within the approved timeline. Returned items received outside of the 60-day return window will not be issued credit and will be sent back to the customer. Non-stocks, discontinued, and special order items will not be available for returns. Customers will be issued credits to their account upon receipt and verification of the condition of product at our warehouse.

Warranty Policy

It is our policy to support manufacturers' warranties issued by our suppliers. Manufacturers' warranties typically cover the replacement of defective products. However, some defective returns may be referred directly to the manufacturer for investigation and credit. Alliance Distribution Partners will not issue credit on any products not purchased from our company.

I agree to these terms and conditions _____