

EIKO GLOBAL, LLC (USA)

SHIPPING TERMS, CONDITIONS, & PROCEDURES

Effective: August 1, 2023. Supersedes all previously published copies and sales supplements.

Ordering: All orders should be emailed to us.orders@eiko.com. All orders received are subject to review and approval by our credit department. Orders received from distributors with delinquent accounts may be subject to shipping delays.

Distributor Status: Distributors must purchase a minimum of \$5,000 annually to maintain distributor status.

Prices: All prices are payable in USD. Prices are subject to change without notice and do not include applicable taxes. Any applicable taxes will be added at the time of invoice.

Small Order Charge: A \$25 small order charge will apply to orders under \$250 (before taxes).

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 payments must be made in USD and mailed below. EFT is available upon request.

EiKO Global, LLC
18000 W. 105th Street
Olathe, KS 66061

Return Authorizations:

1. Contact EiKO Global, LLC for a Return Authorization number.
2. Return authorization will only be provided if the customer has a valid invoice showing when the goods were purchased from EiKO.
3. Goods must be active items and less than one year old to be eligible for return. Clearance and discontinued items are not eligible for return.
4. A restocking charge of 20% will be charged on all authorized and acceptable goods.
5. All returns must be shipped prepaid, at the customer's expense, with a copy of the return authorization included.
6. Goods returned not in original packaging and not in resaleable condition will not be accepted and will be returned to customer, at the expense of customer, and no credit will be issued.

Shipment Discrepancies/Damages: EiKO will credit or replace products found to arrive in damaged or broken condition on all pre-paid freight orders. All shipment discrepancies, damage, etc., must be reported within 10 days of the shipment date shown on the invoice. EiKO will not provide credit or replace product damaged or broken by the Distributors carrier. We encourage the Distributor to submit a claim directly to their carrier for compensation.

Freight: EiKO products may be combined to meet prepaid freight requirements. All pre-paid orders will be shipped F.O.B. destination via ground service and the carrier will be determined by EiKO. Orders that do not meet the pre-paid amount will be shipped at the Distributor's expense. At the request and expense of the Distributor, orders can be shipped via air service. At the request of Distributor, orders can be drop shipped and pre-paid amounts will apply to shipping destination.

1. All orders of fixtures/fixtures and lamps in the amount of \$1,500 or more, all orders of lamps only in the amount of \$1000 or more, and all orders of any 8-foot fixtures/lamps in the amount of \$1500 or more, will be shipped pre-paid F.O.B. destination, within Continental USA.
2. All orders less than \$1500 will be shipped F.O.B. origin, at the Distributor's expense.
3. Alaska, Hawaii, and Puerto Rico – As per pre-paid levels in points 1 and 2 above. Orders will be shipped F.O.B. to the Distributor's freight forwarder, within Continental USA.
4. An additional charge of \$45 will apply for residential delivery and tailgate requirement.

General: EiKO Global, LLC reserves the right to discontinue and substitute products/brands at any time and without notice.

Note: Fixtures sold with EiKO installed modifications are final and non-returnable.