

C.B. DISTRIBUTING SALES POLICY

C.B. Distributing supplies wholesale products to **Retail establishments, E-commerce & Catalog businesses**. In order to protect our dealers and pricing, new accounts will be required to submit documentation that they operate a valid business **engaged in retailing products to consumers**. No product pricing will be furnished until we receive required documentation.

All orders will be shipped "C.O.D." cash, unless an open term, COD check or credit card account has been established. Minimum order is \$50. Any order under \$50 is subject to a \$5 handling fee, plus applicable freight.

PRICING

Products and pricing in the Electronics industry is constantly changing. Prices listed on this site or any printed media do not include freight and is subject to change without notice. Please feel free to call us to verify product pricing and availability. Some products have MAP (minimum advertised price) pricing that all dealers must adhere to. Any dealer advertising products below MAP price will have products withheld.

SHIPPING & FREIGHT

Most orders are processed and shipped the same day. Our preferred freight carrier is United Parcel Service (UPS). We will ship all orders UPS unless another shipping method is requested. UPS **Ground freight** (only) is pre-paid on all **shippable** orders (excluding COD fees, insurance, oversize packages, products that require additional handling, truck shipments or residential delivery fees) of \$1,000+ within the continental United States. Dealers will be responsible for reimbursement of freight charges on returned COD shipments. COD shipments returned to us due to "no funds available" that are re-shipping will be charged a \$5.00 fee plus applicable freight. Customers who fail to accept COD shipments, on three occurrences will be required to pre-pay future orders. C.B. Distributing assumes no liability for the loss of revenue or any charges associated with merchandise failing to reach its final destination at a specific time or date. No third party billing will be allowed.

DROP SHIPPING

Established accounts wishing to drop ship products will be assessed a \$4 service fee per shipment and applicable freight. E-Commerce retailers that require product fulfillment must read and sign our internet fulfillment agreement. Dealers are responsible for reimbursing C.B. Distributing for freight charges resulting from refused shipments or incorrect address information.

BACKORDERS

Product that is unavailable at time of order will be automatically backordered, unless you specify otherwise. You will be notified by our sales staff when a backordered item becomes available. Dealers will be responsible for freight charges when they authorize a backorder to ship, (unless the backorder totals \$1,000+ or is added to a qualifying pre-paid freight order) regardless of original order size.

SPECIAL ORDERS:

Dealers are responsible for accepting product that has been special ordered. Refused special ordered product will incur a 50% handling fee. No returns will be allowed on special orders, except for merchandise found to be defective upon initial installation. Special order quotes do not include freight. Freight will be the responsibility of the dealer unless order meets our pre-paid freight policy.

RETURNS

We do not manufacture the products we distribute. All products carry a factory warranty. Products that have been in use and become defective should be routed to the factory service center as outlined in the owner's manual. Some items are not acceptable for return. Antennas that are broken due to the rubbing or hitting of objects are not returnable as this is not considered a manufacturing defect. Microphones that have been in use longer than thirty days are not covered by warranty. To protect Dealers from loss we recommend you contact our returns department prior to making an over the counter exchange. Any product that has been in service more than thirty days is not acceptable for return. The **Consumer is responsible** for returning defective products to the respective service center for repair. Please refer to the product user manual or call our Returns Department at (541) 926-1027 for a Factory repair address list or routing information. Product returned to us that is in used condition or out of warranty will be rejected. If a product is rejected you will be notified by phone. At your option product will be destroyed, returned back to you or forwarded to the service center for repair. Dealer will be assessed applicable freight charges and a \$10.00 handling charge to process repair.

Most products purchased within six months that are found to be defective **upon initial installation** may be returned. However, there are some products that can only be repaired and must be routed directly to the service center. All products being returned must be in original package contain all accessories and indicate what malfunctioned. **A return authorization is required on all products.** Please call (541) 926-1027 for a return authorization, information and routing instructions.

Dealers are responsible for shipping costs to route defective products to our Albany branch at: 3075 Kathryn Ave. NE, Albany, OR 97321. At our discretion we will exchange, repair or credit your account. Defective products being exchanged or repaired will be returned to you freight pre-paid.

All sales are final. Refunds will not be issued. Products that are not defective that are being returned due to in store package damage will not be accepted. Returned products that are found to be non-defective, if accepted will be assessed a 15% re-stocking fee.