

INTERNET FULFILLMENT INFORMATION & AUTHORIZATION

We will provide a shipping and routing notification fulfillment service to E-commerce Dealer's upon acceptance of the terms and conditions set forth below:

- 1) Drop shipment orders will be assessed a processing fee and nominal handling charge for processing and packaging materials. The processing fee is currently \$4.00. The processing fee is subject to change.
- 2) Dealer must have an established Term or Credit Card account to participate. Dealer may submit no more than two (2) Visa or Master cards to be used for processing orders and must have completed authorization form(s) on file prior to placing an order. We have strict procedures in place to safe guard credit card information. For security purposes no Visa or Master card numbers will be accepted over the phone by our credit department or sales staff. Dealer's who have more than one credit card on file may designate which Visa or Master card is to be used by indicating the last four numbers only of the designated card when placing an order. The invoice and or credit card receipt will be mailed to you the next business day for your records.
- 3) Dealer will provide information to complete "drop ship" set up form. The information will be used to print the shipping label on outbound orders. The shipping label will print your dealer name, address and phone number so your customer will be able to recognize who they are receiving the package from. In the event of a refused order, freight carrier will re-route product to return address on shipping label. Dealer agrees to reimburse C. B. Distributing for any fee's charged to re-route package(s).
- 4) Orders will not be shipped if the Visa or Master card on file is denied by the processing center. You will be notified immediately if this occurs. Accounts with Visa or Master cards that continue to be denied will be subject to revocation of drop shipping privileges. Term accounts that become past due will be immediately placed on credit hold and orders will not be processed until the account is brought into a current standing. Any account that becomes delinquent will be immediately subject to a credit review.
- 5) The preferred method to place a drop shipment order is by e-mail or fax. A hard copy will allow us to verify and confirm the routing information on the order.
- 6) C. B. Distributing will not be liable for any revenue lost due to routing errors or transportation delays for any reason. We will double check packages for accuracy prior to shipping to ensure routing and contents are as ordered. Additional fees charged by freight carriers to re-route packages due to improper address information submitted to us will be charged back to the Dealer.
- 7) UPS (United Parcel Service) is our preferred freight carrier. USPS (U.S. Mail) shipments may be delayed 1-2 days due to pick-up schedules. No third party billing will be allowed. Shipping charges on orders are determined at processing and vary depending on the carrier you choose. UPS calculates air shipments by dimensional weight. Dimensional weight is figured by actual package dimensions and gross weight. The charges for air shipments will calculate out at a higher rate than the tables that figure by weight only. All packages over \$100 in value will be insured. Please notify your sales representative if your order requires any additional services (Signature/POD, etc.). We will add applicable freight charges to your order upon completion of packing and processing. You will be e-mailed the tracking number(s) indicating your reference number at the close of our shipping day.
- 8) We can not estimate, pre-package or quote freight charges on products or potential orders. Dealers can estimate freight charges by using manufacturer specification sheets to obtain product weight, dimensions and using freight estimator or online shipping tools. Upon request, we will provide you with manufacturer specification sheet(s). We will assist you with product weight and dimensions for items that do not have specification sheets available.

- 9) International shipments require extensive research to determine if product can be shipped into a country. Each country has stringent rules and regulations outlining product dimensions and what type of goods can be accepted through Customs. Dealer will be responsible for researching Custom requirements on products they wish to ship to international destinations. To fill international orders Dealer will be required to provide C.B. Distributing with appropriate shipping method, copy of customer's invoice. We will provide order fulfillment and ship goods as specified on your order. There is an additional \$5.00 handling fee to process international shipments. Dealer will be responsible for loss of any merchandise confiscated or not cleared by Custom's. Duty and Custom fees for international shipments will be the responsibility of the dealer and consumer. C.B. Distributing will not be responsible for any duty, custom fees, out-bound shipping costs or return in-bound freight charges for fraudulent orders, orders not cleared through Customs or cancelled by your customer or any other circumstance that may arise between the dealer and consumer. C.B. Distributing will not be held liable for any costs or loss associated with shipment whatsoever.
- 10) In the event of a loss due to theft, fraud or any other circumstance that may arise between the dealer and the consumer the dealer agrees to reimburse C. B. Distributing in full for merchandise and transportation costs.
- 11) If a package is lost or damaged we will immediately file a claim with the respective freight carrier. Credit will be issued after the claim has been accepted and reimbursement is received from respective freight carrier. The US Postal Service will not accept a claim on shipments within the United States until 30 days have passed. Postal Service claims for lost or damaged packages can take up to six months before reimbursement is received.
- 12) Orders that are refused or cancelled by your customer that are returned to us will incur a 15% re-stocking fee.
- 13) Tracking information for UPS and USPS shipments will be forwarded to your e-mail address at the end of our business day.
- 14) We can not accept calls from your customers or provide customer service. Dealer is responsible for handling their own customer service. Consumers should contact the respective manufacturer for installation, operation and technical support as indicated in the owner's manual.
- 15) Most products that are found to be defective upon initial installation can be returned to us as outlined in our Defective Return Policy. Some products are only acceptable for repair and should be routed directly to the manufacturer's service center. ***10 Meter radios are not acceptable for return.*** If you have any questions regarding what products are acceptable for return please call our returns department for further information. Dealer is responsible for handling their customer's defective returns. All product returns require a RMA (return merchandise authorization). Consumers should forward products that become inoperable after initial installation to the respective service center for repair as indicated in the owner's manual.
- 16) C.B. Distributing reserves the right to terminate or modify this agreement without notice.

I _____ representative of _____ fully understand the guidelines listed above and wish to open an account for internet order fulfillment. I agree to reimburse C. B. Distributing for any charges incurred related to my shipments as stated above.

Signed

Date