

CB DISTRIBUTING SALES POLICY

CB Distributing supplies wholesale products to Store-front, E-commerce, Catalog & International retailers. In order to protect our dealers and pricing, new accounts within the United States will be required to submit documentation that they operate a valid business engaged in retailing or e-tailing products to consumers. No product pricing will be furnished until we receive required documentation which is outlined on credit application(s).

TERMS OF SALE

We have three types of dealer accounts (Store-front, E-Commerce & Export). All accounts will be required to submit a completed dealer application and applicable credit forms. Please complete the application that pertains to the type of business you operate. Minimum order is \$50. Any order under \$50 is subject to a \$4 service fee, plus applicable freight. We reserve the right to impose a 1.5% interest charge on accounts with past due balances. Shipments will be held for accounts with past due balances until a current status is reached. Non-sufficient fund checks will be assessed a \$25 fee.

PRICING

Products and pricing in the electronics industry constantly changes. 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 or check our website 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 pricing will have shipments withheld.

SHIPPING & FREIGHT

Most orders are processed and shipped the same day. Our preferred freight carrier is United Parcel Service (UPS). All orders ship UPS unless another shipping method is requested. There is a nominal handling charge assessed to all orders under \$1,000. Ground freight (only) is pre-paid on shippable orders (excludes residential delivery fees, COD fees, insurance, special priced merchandise, oversize products, stereo boxes, woofers, solar panels, large coax spools, products that require special handling & truck shipments) of \$1,000+ within the continental United States to a single location. Dealers are responsible for reimbursement of freight charges on returned COD shipments. COD shipments returned due to "no funds available" that are re-shipping will be assessed 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. CB 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 or freight collect billing will be allowed.

DROP SHIPPING

Established accounts operating within the United States wishing to drop ship products will be assessed a \$4 service fee per shipment (regardless of order size), a nominal handling fee for packaging material and applicable freight. International orders are assessed an additional \$5 service fee for preparing customs documents. Dealer's must read and sign our E-Commerce Agreement which outlines our entire Drop Shipping policy.

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. There may be a surcharge incurred from the manufacturer on some products. Refused special ordered product will incur a 50% handling fee, plus applicable freight. 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 and are valid for seven (7) days.

RETURNS

We do not manufacture the products we distribute. All products we distribute carry a factory warranty. Every manufacturer has different return criteria that must be adhered to and it is impossible to list all the exclusions. Listed below are some general guidelines to inform and assist you with returns. Got a question? We are here to assist you. Feel free to contact us when warranty questions arise at (800) 553-1027.

Product(s) that become defective after 30 days of use should be routed to the factory service center for repair as outlined in the owner's manual. ***10 Meter radios are not acceptable for return or exchange even if they have been in service for less than 30 days. All 10 meter radios must be forwarded to respective service center for repair.*** Antennas that are broken due to the rubbing or hitting of objects are not returnable as this type of wear is not considered a manufacturing defect. Microphones that have been in use longer than thirty days are not covered by warranty except for Cobra High Gear models. Merchandise returned due to in store package damage or pilferage will not be accepted.

Returned merchandise that is found to be non-defective, if accepted will be assessed a 15% restocking fee, or \$2.50 whichever is greater.

To protect our Dealers from loss we recommend you contact our returns department regarding the defective product(s) prior to issuing an over the counter exchange. Any product that has been in service longer than thirty days is normally not acceptable for return/exchange. The Consumer is responsible for returning defective product(s) to the respective service center for repair. Please refer to the manufacturers user manual or call our Credit Department at (800) 553-1027 for a Factory repair address list and service information.

An authorization (RA) is required for all product returns.

A return authorization can be completed at: www.cbddistributing.com, returns tab, or contact our credit department at (800) 553-1027 for assistance. Merchandise returned to us that is in used condition or exceeds the warranty period will be rejected. If a product is rejected you will be notified immediately by phone or e-mail. At your option, product will be destroyed, returned freight collect or forwarded to the factory service center for repair. Dealer will be assessed applicable freight charges and a \$10.00 handling charge to process a repair.

Store-front retailers may return products that are found to be defective upon initial installation within 6 months from date of invoice. E-commerce e-tailers may return defective products that are found to be defective upon initial installation within 45 days from date of invoice. Export accounts may return product up to 90 days from invoice date. There are some manufacturers that will only repair merchandise (these products are not acceptable for return) and these products must be routed directly to the warranty service center. All products being returned must be in original product package, contain operator manual and all accessories.

Dealers are responsible for shipping costs to return defective products. Defects shipping to CBD should be sent to: 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 to one location within the continental United States. All sales are final.