**ERGODYNE STANDARD TERMS AND CONDITIONS**

For Customers purchasing product for shipment directly from EU Warehouse

**Commercial Transactions**

**Price Levels**

Price level based on prior year sales or initial order for new customers:

<table>
<thead>
<tr>
<th>Pricing Level</th>
<th>Prior Year Sales - Euro €</th>
<th>Initial Order in € (if new Customer)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>&lt;€20,000</td>
<td>€2,500</td>
</tr>
<tr>
<td>Level 2</td>
<td>&gt;€20,000</td>
<td>€5,000</td>
</tr>
</tbody>
</table>

**Terms**

- Net 30 Days. 1.5 percent monthly charge on any unpaid balance beyond terms.
- All amounts payable in Euros.
- No deductions from invoice without Ergodyne credit memo or return authorization cited.

**Order Requirements**

- Initial order minimum: €2,500
- Subsequent orders minimum: €250
- €25 processing fee if less than minimum
- Case pack quantities may apply

**Freight**

- FOB Ergodyne EU Warehouse
- Ergodyne will pre-pay freight on shipments for orders larger than €1,500
- Purchaser will pay all freight on shipments smaller than €1,500
- Where applicable Purchaser will pay all duties, taxes, insurance, and forwarder’s fees.

**Shipping Policy**

- Stock items ship within two business days.
- Custom orders 16 weeks standard lead time.

**Returned Goods & Warranty**

We stand behind everything we make and guarantee our products to be free of defects in materials and workmanship to the original purchaser for the lifetime of the product. That said, damage, abuse, and/or normal wear are not covered.

- Freight on returned product will be paid by the customer. No returns will be accepted without a return authorization number. Please contact customer support at euorders@ergodyne.com or +00 1 651 642 9889 for an RA number.
- Products must be returned in original packaging and in undamaged condition within six months of invoice date. Case pack quantities may apply.
- Fifteen (15) percent restocking fee on all returned product.
- Refer to individual product packaging for product specific warranty information.

**Marketing and Promotional Transactions**

**Seasonal Products**

Special promotional pricing and overstock/return policies may apply to certain seasonal products. Contact customer support at euorders@ergodyne.com or +00 1 651 642 9889 for more information.

**Private Label and Logo Orders**

Ergodyne will personalize certain products with company logos or safety slogans. Contact customer support at euorders@ergodyne.com or +00 1 651 642 9889 for details.

**Tenacious Goods for Brand and Product Promotion**

Premium items and selling aids are available for purchase. Catalogs are also available upon request. Please contact customer support at euorders@ergodyne.com or +00 1 651 642 9889 for assistance.

**Marketing Co-op Program**

Up to one percent (1%) of distributor’s prior year net purchases (defined as gross purchases less returns) may be used for advertising, trade show expenses, etc. To qualify for this Marketing Co-op Program, Ergodyne MUST approve all graphics and written material in advance of publication, and Purchaser must have at least €20,000 in annual sales. Proof of performance is also required, including full detail in writing of expenditures, advertising, catalog pages, literature, special events, and exhibitions where Ergodyne products are displayed. Please send proof of performance and request for Co-op reimbursement to euorders@ergodyne.com. Reimbursement will be made in the form of credit. Deducting from invoice is not allowed. Annual Co-op cannot be carried forward to next calendar year. The deadline to submit Co-op requests is December 15th.

**Sample Requests**

Sample requests must be submitted in writing to: euorders@ergodyne.com Requestor must provide specific details regarding purpose and estimated revenue potential with the request.

**Product Images and Artwork**

Ergodyne product images and trademarks are available for download with a distributor login on the Ergodyne website. Contact customer support at euorders@ergodyne.com or +00 1 651 642 9889 for assistance.