Commercial Transactions

Price Levels

Based on prior year (January to December) net purchases in Great British Pounds (GBP or £) or initial order size for new customers:

<table>
<thead>
<tr>
<th>Pricing Level</th>
<th>Prior Year Sales in GBP £</th>
<th>Initial Order in £ (if new Customer)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>&lt;£15,000</td>
<td>£500</td>
</tr>
<tr>
<td>Level 2</td>
<td>&gt;£15,000</td>
<td>£2,000</td>
</tr>
</tbody>
</table>

Terms

- Net 30 Days. One point five (1.5%) percent monthly may be charged on any unpaid balance beyond terms.
- All amounts payable in Great British Pounds.
- No deductions from invoice without an Ergodyne credit memo or return authorization.

Order Requirements

- Initial order minimum: £500
- Subsequent orders minimum: £200
- Case pack quantities may apply

Freight

- FOB our EU Warehouse
- Ergodyne will pay freight on shipments for orders larger than £500.
- Purchaser will pay £20 for freight and processing on orders between £250 and £500.
- Purchaser will pay £40 for freight and processing on shipments less than £250.
- Where applicable, purchaser will pay all duties, taxes, insurance, and forwarder’s fees.

Shipping Policy

- For items stocked in our EU warehouse, shipment can be anticipated in two business days from order date.
- Items not stocked in our EU warehouse will arrive from the US seven to eight weeks from order date.
- Custom Orders will have a standard sixteen-week 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.

- The purchaser will pay freight on returned product. No returns accepted without a return authorization (RA) number. Please contact customer support at euorders@ergodyne.com or call +1 651 642 9889 for an RA number.
- Returned products must be in original packaging and in undamaged condition within six months of invoice date. Case pack quantities may apply.

There will be a 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 call +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 call +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 call +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 £15,000 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 purchaser displays Ergodyne products. 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. Unclaimed Marketing Co-op does not carry over to the following calendar year. The deadline to submit Co-op requests is December 15th.

Sample Requests

Send written requests for samples 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 call +1 651 642 9889 for assistance.