

PRIORITY PRODUCTS INC.

THE FOLLOWING **POLICIES** AND INFORMATION ARE **GUIDELINES** FOR A SOUND BUSINESS RELATIONSHIP BETWEEN PRIORITY PRODUCTS, INC. AND YOU, OUR "VALUED" CUSTOMER. WE HAVE CONDENSED ALL VITAL INFORMATION ONTO ONE DOCUMENT FOR YOUR CONVENIENCE. WE WILL DO EVERYTHING POSSIBLE WITHIN THESE GUIDELINES TO MAKE SURE YOUR BUSINESS EXPERIENCE WITH US IS BOTH BENEFICIAL AND PLEASURABLE.

TERMS OF SALE

OUR TERMS ARE NET 30 DAYS FROM RECEIPT OF INVOICE. Priority Products, Inc. reserves the right to charge interest at the rate of 18% per annual (1.5% monthly) or at the highest rate under applicable law, to any account exceeding 30 days net. We will charge the applicable Illinois Sales Tax on all order unless you and until you provide us the appropriate exemption documentation prior to the order processing.

MINIMUM ORDER

Our minimum order is \$10.00 per invoice. A convenience fee applies to all credit card transactions.

ORDERING INSTRUCTIONS

Please order by part number and give the quantity of packages that you require. By doing so, your orders can be processed and shipped in the most expeditious manner. You may also order by phone, fax, mail or e-mail.

24 HOUR PHONE SERVICE, FACSIMILE SERVICE, AND E-MAIL SERVICE

Our representatives will take an order or assist you in any way we can during regular office hours. After work hours, messages and/or orders are automatically recorded....(630)-377-BOLT (2658) or (630)-584-7908

If your company currently owns a fax machine, you can use it to send orders or messages directly to Priority Products, Inc. over the fax line....(630)-377-NUTS (6887). You may also E-mail your orders or inquiries directly to Priority Products, Inc. at customerservice@priorityproductsinc.com

BULK QUANTITIES AND SPECIALS

If you require larger quantities, longer lengths or larger diameters than our standard packages contain, please do not hesitate to contact us for a special quotation. All of our items are available in bulk at substantial discounts.

SPECIAL ORDERS

We do request a confirming purchase order for special order or made-to-order items. These particular items are non-returnable.

HOSE ASSEMBLIES

Once Ordered and Made To Your Specifications.... Assemblies Can Not Be Returned! It's Yours, Unless We Are At Fault!

RETURNS, SHORTAGES OR ERRORS ON SHIPMENTS

Returned merchandise must have an "Return Good Authorization" number (RGA#) assigned prior to return shipment. This RGA# is your confirmation of credit to follow. The credit memorandums/invoices will apply to current or future purchases only. Also items being returned may be subject to restocking charges. A 25% restock charge will apply up to 30 days after purchase. Notification of any shortages or errors must be reported within 48 hours after receipt of your order. Unused merchandise must be returned in the original carton in saleable condition. Items which were purchased past 30 days are non-returnable.

FREIGHT POLICIES

Products are shipped F.O.B. shipping point, with freight costs and handling fees paid by Priority Products, Inc. and charged to customer. Orders over U.S. \$1,500.00 before tax and freight (including any backorders) are shipped freight free. C.O.D. shipments are exempt from this offer. Other terms and conditions may apply for additional freight services ("Additional Freight Services"), including without limitation, expedited same day delivery, air freight, freight collect, export orders, shipments outside the contiguous U.S., hazardous materials, customer's carrier, or other special handling by the carrier. Fuel surcharges maybe applied. Any extra charges incurred for Additional Freight Services must be paid by customer. We will drop ship C.O.D. shipments. Claims for loss or damage of product in transit are to be made direct to the carrier.

LOANED EQUIPMENT PROGRAM (IF APPLICABLE)

Priority Products, Inc. agrees to place the authorized equipment with its qualified customers provided that the customer agrees that this equipment is the sole property of Priority Products, Inc. and that it is on loan to our Customer for as long as our Customer continues to buy and stock/use Priority Products, Inc. products exclusively in and/or with the loaned equipment. In the event that Customer does not buy and stock/use Priority Products, Inc. products exclusively in and/or with the loaned equipment, this Agreement shall be terminated and Customer agrees to return all listed equipment in good condition, reasonable wear and tear excepted, FREIGHT PREPAID to Priority Products, Inc. or agrees to purchase the equipment at a pro rated value.

BROKEN STANDARD PACKAGE QUANTITIES

We will break standard package quantities; however, these items may be subject to a price increase.

PRICES

All prices are subject to change without notice. All Quoted prices are firm for 30 days unless otherwise indicated. All prices quoted at time of order will be guaranteed through the time of delivery.

