## Terms and Conditions

### PRICES
All merchandise will be billed at our current published list prices in effect at the time of shipment.

### PERFORMANCE
All shipping dates are approximate. Fulfillment is always subject to availability of material and to conditions affecting shipment that are beyond our control. EAGLE shall not be held liable for any delay in performance due to reasons beyond our control.

### SHORTAGE
All claims for shortage must be brought to our attention within five (5) business days from date merchandise is received. Please be certain that you receive the number of packages signed for.

### CANCELLATIONS
Cancellations are not accepted on orders in transit or on custom items. Standard orders that are cancelled while already in production will be subject to up to a 30% restocking charge based upon product ordered.

### RETURNS
Custom and modified standard equipment is non-returnable.

Authorization Policy for Standard Returns:
- ✓ Previously written approval from EAGLE's Customer Service is mandatory on all returns.
- ✓ Return authorization must be requested within 60 days from date of shipment.
- ✓ Authorized return shipments, in which merchandise is not defective and orders have been properly filled, must be shipped prepaid and properly packaged to prevent merchandise damage.
- ✓ Each return authorization number (located on the upper right hand corner of the form), must be written on the outside of each carton returned to EAGLE.
- ✓ No credits will be processed for a return until we have confirmation that the item has been received, has been inspected and it is confirmed that item is in unused and new, sellable condition.

Restocking:
- ✓ Restocking and equipment repair fees for merchandise damaged during return shipment to EAGLE will be withheld from issued credit.
- ✓ Returns of made-to-stock merchandise are subject to a 30% restocking fee.

Restocking (continued):
- ✓ Returns of standard made-to-order merchandise are subject to a 50% restocking fee.
- ✓ $75 net minimum on merchandise returns.

### PRINTS & DRAWINGS
All prints and drawings submitted with orders are accepted as a final approval in the custom order process. Errors that arise due to incorrect submittals are the responsibility of the customer. There are no cancellations on custom orders.

### DAMAGES
EAGLE's responsibility ceases immediately upon our retaining receipt of pickup from our dock by the transportation company, unless the merchandise is refused by the consignee. If a container shows rough handling, do not give the carrier a clear delivery receipt and inspect the merchandise immediately. Note the damage on the delivery receipt/bill of lading while the driver is there. If you sign your name on the freight bill without noting any damages, then you are stating you have received your order/shipment in acceptable condition. Upon finding damage while unpacking the product, call the carrier without further unpackaging, ask for an inspection, and follow through by filing a claim with the carrier immediately.

### ORDER APPROVAL
All orders are subject to final approval by EAGLE's home office. Acceptance and/or performance shall be at all times subject to the approval of EAGLE's Credit Department. Minimum order $50.00 net.

### TERMS
Discount and discount date are clearly marked at the bottom of each invoice should you be entitled to any discount, subject to current status of your account.

### FOB
All orders ship FOB Origin freight collect unless otherwise specified. All orders shipped prepaid/add will receive a 20% administrative surcharge added to the freight charge. Shipper is not responsible for any unauthorized accessorial charges. These charges will be billed back to the customer after shipment in the form of a separate invoice.

### UPS
All UPS shipments will be charged a minimum of $25.00.

---

**Distribution Locations (in U.S. only)**

For orders/sales, call 1-800-441-8440. The phone numbers of the following distribution points are for pickup information only.

<table>
<thead>
<tr>
<th>Location</th>
<th>Address Details</th>
<th>Phone Numbers</th>
</tr>
</thead>
</table>
| In Delaware (corporate office): | EAGLE GROUP  
100 Industrial Blvd.  
Clayton, DE 19938  
Toll Free Ph: 1-800-441-8440 |                           |
| In Texas:          | Dallas Distribution  
c/o Storage Equipment Co. Inc.  
1258 Titan Drive  
Dallas, TX 75247  
Ph: 214-630-9221 |                           |
| In California:     | Cerritos Distribution  
c/o Displays By Jack  
12930-12950 Alondra Blvd.  
Cerritos, CA 90703  
Toll Free Ph: 1-800-441-8440 |                           |

All orders are to be sent to our corporate office. Please call our corporate office to place your order. All addresses are subject to change.