

## **TERMS AGREEMENT**

**WHOLESALE PRICES:** Prices are listed by item number and priced in US dollars. Prices are subject to change without notice.

**MINIMUM ORDER REQUIREMENT:** \$500 - Initial Order. \$350 – Reorders. Orders below minimum are assessed a \$25.00 Below Minimum Fee. Please note: Product cannot be added to previous orders in house.

**CREDIT CARDS:** We accept Visa, Master Card, American Express and Discover.

**CREDIT TERMS:** First orders are accepted on a prepaid or credit card basis. Prepaid orders require a check or wire transfer prior to shipping. Please include the account name, account number, billing address and expiration date on credit card orders. Credit card is charged at time of shipment.

**INTERNATIONAL & PROFORMA ORDERS:** All international orders are sold on 'Ex-works' basis. Customers should make all shipping arrangements with their own freight forwarders. A 50% deposit on the order value (including freight) will reserve product on international orders. Order will be picked, packed and shipped when inventory value on hand reaches the deposit amount. Customer will be notified of remaining balance and, when these funds are received, the balance of order will begin to be prepared for shipment. To avoid sales tax on international orders, a valid proof of export is necessary to be received by Global Views within 30 days of invoice. All goods exported to Mexico through the Border States (TX, NM, AZ and CA) should use the BORDER STATES UNIFORM FOR RESALE CERTIFICATE in lieu of proof of export documents. Proforma orders are considered 'on hold for confirmation' until a deposit is received. Payments on international orders can be made by credit card or bank transfer of funds. International orders paid by credit card are not subject to any additional service fees. International orders paid by wire transfer will be charged a \$30.00 bank service fee. Canceled orders that have been packed are subject to a 25% restocking fee.

**NET 30 TERMS:** The privilege of net 30 terms is offered to customers who have submitted a satisfactory credit application with references – available for second and subsequent orders. Net 30, according to our interpretation, means payment is due within 30 days of the invoice date. Any past due balance will be assessed an annual finance charge of 18%. Future in-house orders will not be released for shipment until all past due balances are paid in full, including finance charges. Should it become necessary to refer the account balance to a licensed collection agency or attorney for legal action, all subsequent charges and legal fees shall be paid by the applicant.

**DELIVERY:** Global Views is a ship as ready company. In stock items are generally shipped within 5 working days from date of an order with complete information. Order acknowledgments are provided at the time of order placement. For orders requiring expedited processing see below:

**Rush Fee (\$35.00)** - Rush orders will be processed and shipped within 3 business days.

**Hot Rush Fee (\$75.00)** - Hot rush orders will be processed and shipped within one (1) full business day after receiving paid order. We will do our very best to meet your requested date; however, it is not guaranteed based upon order size, delivery requirements, etc.

**Below Minimum Fee (\$25.00)** –Re-orders below \$350.00.

**Drop Ship Fee (\$25.00)** - Shipments going to any address other than a customer's own location, warehouse, or receiver will be considered a drop ship and will incur an additional fee for service.

**Oversized:** Items marked Oversized will ship LTL on a pallet and cannot go by small package. In addition to size and/or weight, very fragile items may be required to ship this way as well.

**Crated:** Items marked Crated will ship LTL and will arrive on a framed wooden pallet requiring either a dock delivery (no additional expense) or a truck with a Liftgate which may incur additional freight expense.

**BACKORDERS:** Every effort is made to ship product as quickly as possible, but occasionally items are backordered. As soon as the items become available, they are shipped without notice. Backorders less than \$50.00 or older than 6 months will be canceled. If you have any instructions regarding backorders, please indicate when the order is placed.

**SHIPPING:** Most orders ship via UPS (our preferred Carrier) or FedEx. Larger items and volume orders will be shipped via common carrier. We reserve the right to select the carrier of our choice. All LTL shipping and handling charges from our dock are prepaid, FOB – Dallas TX. All shipments are packed carefully using standard approved packing methods. Residential delivery and commercial non dock and/or special handling by an LTL carrier will incur additional charges.

**Customers preferring to use their own carrier agree to assume responsibility for all transportation charges. Any claims for damaged or lost shipments that were customer routed must be handled directly between customer and their chosen carrier.**

**DAMAGES/SHORTAGES:** Upon receipt of your shipment, please count the number of pieces (skids/crates) and cartons against the quantity on the delivery receipt. The shrink wrap should be intact, but if not, this may be a sign of shortage in your shipment. If a shipment arrives intact with no visible damage, the shipment should be received. The carrier will NOT allow inspection of a shipment received with no visible damage. If a shipment arrives with any obvious damage, you are entitled to refuse the damaged shipment. Please note on the DR (delivery receipt) the type of damage, shortage, or if the shrink wrap is not intact, in order to facilitate claims. Please report all concealed damages within 48 hours of signing the DR to avoid denial of claim. Please submit a complete claim form to [customerservice@globalviews.com](mailto:customerservice@globalviews.com) with images of the damaged item and the shipping box. If you are not refusing the shipment, please keep the damaged item with all original packaging until the claim is resolved. If delivery receipt is not signed with details of any shortage or damage, Global Views reserves the right to refuse responsibility. Please make sure your receiving facility follows the above guidelines in order to avoid additional fees and/or delays in claim settlement.

**RETURNS:** No returns or damaged merchandise will be accepted without a Return Authorization (RMA) issued by our Customer Service Department first. Returns for reasons other than shipping damage or manufacturer defects are subject to a 25% restocking fee plus shipping and handling charges both ways. All merchandise must be returned in original condition for credit.

## **SHIPPING & SERVICES**

We work hard to ensure your goods arrive safely. Please take a moment to review the basics of shipping.

1. Parcel services such as UPS (our preferred Carrier) and FedEx are utilized for smaller orders that are not fragile and meet parcel size requirements. These carriers can also provide overnight and express shipping at higher rates. All parcel residential shipments are shipped direct signature required.
2. Less than truckload (LTL) carriers, also known as common carriers, provide transportation for palletized goods or items with size and weight dimensions that exceed parcel carrier limits.
3. Third Party Prepaid Billing is available by customer request.
4. Accessorial charges are ancillary costs levied by LTL carriers for additional services such as:

**RECONSIGNMENT / REDELIVERY:** A re-consignment fee will be applied to the shipment whenever an address change is made after a tracking number has been assigned and/or it has left the Global Views warehouse. LTL or common carrier re-consignments are subject to a \$70.00 base fee. If delivery was attempted, additional fees will apply. If the shipment has to change destination terminals, additional freight charges will apply.

Parcel re-consignments are subject to a \$35.00 per carton fee, as well as additional fees for transportation charges when applicable.

Redelivery: A LTL/Common Carrier shipment is subject to a redelivery fee after an appointment was set up and the delivery attempt was made, but the consignee was not available to receive shipment. Redelivery fees are charged at \$80.00 for each attempt made.

**REFUSED SHIPMENTS:** All refused shipments are subject to a 25% restocking fee and shipping charges both ways. Global Views reserves the right to generate invoices associated with these costs.

5. White Glove Service is offered by specialty providers for an additional cost. This service is normally used for larger, heavier, more expensive items that require special handling. (See details below.)

## **ADDITIONAL SERVICES**

**Rush Fee (\$35.00)** – Rush orders will be processed and shipped within 3 business days.

**Hot Rush Fee (\$75.00)** – Hot rush orders will be processed and shipped within one (1) full business day after receiving paid order.

We will do our very best to meet your requested date; however, it is not guaranteed based upon order size, delivery requirements, etc.

**White Glove** – Items noted in our catalog with a White Glove symbol (u) require special handling and will only be shipped via a White Glove service. These pieces include but are not limited to wood cabinets, chests, tables, writing desks, certain glass pieces, mirrors, and other items that need special handling to ensure safe delivery. White Glove Service details are as follows:

All locations except New York City (5 Boroughs) **\$329.00 in addition to base freight charge**

New York City (5 Boroughs) **\$359.00 in addition to base freight charge**

- Lift-gate service
- Inside delivery - room specific
- 2 to 3 person delivery from 8AM to 6PM
- 2 flights of stairs included
- Unpacking & debris removal
- 30 to 45 minutes on site
- Light assembly using an adjustable wrench & screw driver (non-electrical)

\*\*Additional charges may apply to locations that are considered remote or restrictive access areas by our white glove providers. We will notify of additional charges before shipping for approval. Previously undisclosed delivery issues at destination may cause additional fees, e.g. building elevator size will not accommodate product, more than the allotted number of flights of stairs, structural restrictions, building restrictions, etc. \*\*

**Drop Ship (\$25.00)** – Shipments going to an address other than a customer's own location, warehouse, or receiver will be considered a drop ship and will incur an additional fee for service. Certain states require the requisite tax documentation to allow shipments to be drop shipped within their borders. Global Views requires valid tax documentation to avoid sales tax.

**Redelivery Fee:** \$80.00 each attempt.

**\*\*\*Please note:** Global Views reserves the right to make changes at any time according to business needs\*\*\*

Standard Delivery Options provided by the Zone Shipping System include: UPS, FedEx Ground, FedEx Home Delivery and LTL Delivery.

Remote Shipment locations in the US, Express Services, Overnight Services, White Glove Service and Guaranteed Delivery Date will incur additional charges.

States and Provinces not listed including US postal codes beginning with 0253, 02555, 0258, 0257, 0639, 1196 and 4343 will be billed actual shipping charges.

We are unable to combine sales orders for domestic shipments.

For shipments requiring White Glove Services, the fee of \$329.00 - \$359.00 will be added to the base freight cost, and any other special handling fees if applicable. (See Additional Services for more details.)

DOMESTIC ORDERS		ORDER / SHIP VALUE					
ZONE STATES		>\$10,001 +	\$5001-\$10,000	\$2001-\$5000	\$1001-\$2000	\$351-\$1000	<\$351
<b>Local</b>	DFW Metroplex (13 counties)	4%	5%	6%	7%	10%	35%
<b>1</b>	TX	9%	10%	11%	13%	15%	35%
<b>2</b>	AL, AR, CO, FL, GA, KS, KY, LA, MO, MS, NM, OK	12%	13%	14%	16%	19%	35%
<b>3</b>	AZ, IA, IN, MI, NC, NE, OH, SC, TN	13%	14%	15%	17%	20%	35%
<b>4</b>	DE, ID, IL, MD, MN, NV, PA, UT, VA, WI, WV, SD	15%	16%	17%	19%	23%	35%
<b>5</b>	CA, CT, DC, MA, ME, NY, NJ, NH, RI, VT, ND, WY, MT, OR, WA	17%	18%	19%	21%	25%	35%
<b>6</b>	New York City (5 Boroughs)	19%	20%	21%	23%	27%	35%

CANADIAN ORDERS		ORDER / SHIP VALUE					
ZONE CANADIAN ZONES BY PROVINCE		>\$10,001 +	\$7001-\$10,000	\$4001-\$7000	\$2001-\$4000	\$751-\$2000	<\$751
<b>1</b>	AB, BC, ON, QC	11%	13%	15%	16%	20%	50%
<b>2</b>	MB, NB, NF, NL, PEI, SK	12%	14%	16%	17%	21%	50%
<b>3</b>	YT, NT, NU, NS	16%	18%	19%	21%	23%	50%

\*\*\*CANADIAN PERCENTAGES INCLUDE FREIGHT CHARGES ONLY.

\*\*\*CUSTOMER MUST PROVIDE CUSTOMS BROKER INFORMATION WHEN PLACING AN ORDER.

