

LONGUST DISTRIBUTING- GENERAL TERMS

Order Entry Hours

Order Desk:	6:30 a.m. to 5:00 p.m. Monday – Friday (Mid-March until October)
NON-Daylight-Saving Time:	6:30 a.m. to 6:00 p.m. Monday – Friday (November until Mid-March)
Corporate Office Hours:	8:00 a.m. to 5:00 p.m. Monday - Friday (Arizona Time)

TOLL-FREE CUSTOMER SERVICE PHONE NUMBERS

Toll-Free Phone: 1-800-352-0521 or 480-820-6244 **Fax orders** 800-352-0526 or 480-345-0324

Commercial Order Service

Toll-Free Phone: 1-800-352-0521 ext 320 **Fax number:** 480-730-2429

A. Terms

- Where Longust's Credit Department has extended open credit to Buyer, terms shall be: Net 30 days from invoice date.
- **Payments made by credit card will be subject to a 3.0% convenience fee.**
- Order acceptance is subject to credit review and the ability of manufacturer to supply.
- Per industry standard, allow 5% for breakage and defective tiles when ordering Ceramic & Porcelain Tile
- All prices, packaging specs and pallet quantities are subject to change without notice.
- All flooring products are sold in **Full Cartons Only**.
- Material(s) purchased, at your direction, from associate distributors will be subject to a 15% handling fee plus associated freight costs.
- **All orders that are 30 days Past Due Ship date or Will-Call date WILL BE CANCELLED.**
- When placing orders, **part numbers always supersede color descriptions.** Please confirm both part number and color name.
- **SHOWROOM & MODEL HOME ORDERS MUST BE PLACED WITH YOUR LONGUST SALES REPRESENTATIVE**
- When placing orders by phone, the order will be read back to you to ensure you receive exactly what you intended on ordering so please listen very carefully to verify accuracy. Please note: **all Order Service calls are recorded for clarity and training purposes.**
- When placing orders by fax or e-mail, an order confirmation will be sent back with a reference number. Please check the confirmation for accuracy.
- **A service charge will be applied for picking up partial orders.** There will be an additional \$15.00 added to orders per line split-partial pickup.

B. Natural Product Disclosure

Stone products possess inherent characteristics, which by nature, include but are not limited to extreme variations in coloration, shading and structure. Hardwood floors feature natural properties such as knots, graining, mineral streaks and/or other natural characteristics, therefore, it is important to have your customer inspect the material prior to installation. **Installation constitutes acceptance.**

C. Use Constitutes Acceptance

The customer must inspect material prior to installation. **We are not responsible for any claims related to material and/or labor after it has been installed.**

D. Rectangular products

All Rectangular or plank shaped tile must be installed with no more than a 33% offset. Some tile products require a ¼" grout joint and widening the grout joint generally will help compensate for lippage.

E. Damaged Shipments

All products are carefully inspected before they are shipped. You protect yourself by refusing shipments showing damage or shortage by noting on the delivery sheet the extent of the damage or shortage. Concealed damage should be reported as soon as discovered, **but no later than 15 days after receipt of shipment.** Refuse the shipment if it is the wrong product, color, or size. **Use of the product constitutes acceptance and no adjustments will be made.**

F. Claims

Complaints must be inspected by the dealer prior to any involvement by the wholesaler or manufacturer representative. See the Longust Claim Procedure Manual for more information. **NO POTENTIAL CLAIM RETURNS WILL BE ACCEPTED WITHOUT PRIOR APPROVAL FROM THE MANUFACTURE OR A RETURN AUTHORIZATION FROM LONGUST DISTRIBUTING**

G. Non-Stocking Special Orders & Factory Direct Orders

Please Place Factory Orders with Caution. Factory direct orders cannot be changed and/or cancelled once the material has been ordered. Only domestic, warehoused material orders will be considered for return & will be subject to the final approval from the factory. All returns are pending upon manufacturer generated re-stocking fees and freight rates.

H. Special orders and Storage policy

All special orders will be invoiced 30 days after receipt of goods in our warehouse. Goods purchased from our Specials List must be picked up or scheduled for shipment within 3 days of order placement or the goods will be returned to stock and the order cancelled. Handling/Storage fees: \$30.00 per pallet / per month if not picked up within 30 days of initial required/ filled date or receipt of material to Longust warehouse from named manufacturer. Charges will be applied when material is shipped or picked up. Restocking and freight charges will remain on any cancelled orders for non-stocking material.

I. Warranty

All warranties, expressed or implied, lie solely with the manufacturer.

J. Returns

Request to return material is subject to Longust Distributing's "Customer's Guide to Returning Material" manual. More information is available at www.longust.com. All returns are subject to the handling charges listed therein, or a \$75.00 minimum per invoice. Only full, unopened cartons of current, running line material, locally stocked by Longust, may be returned. **MATERIAL MUST BE IN UNOPENED MANUFACTURE CARTONS**

<u>Product Type</u>	<u>Customer Return</u>	<u>LDI Truck Pick-Up</u>
Tile:	25%	35%
Laminate:	25%	35%
Wood/Bamboo:	25%	35%
LVT:	25%	35%
All Other Material:	25%	35%

DELIVERY INFORMATION – ARIZONA

Delivery and Shipping

Delivery: All prices are FOB 2432 West Birchwood Avenue, Mesa, AZ 85202. Delivery Surcharge \$7.50

ADDITIONAL DELIVERY SERVICE SCHEDULE BY ZONE

<p>\$65.00 - Thursday Delivery Order by Wednesday 4:00 PM for Thursday Delivery Cottonwood/ Camp Verde / Prescott / Prescott Valley / Flagstaff / Sedona</p>	<p>\$65.00 - Tuesday & Friday Delivery Order by 4:00 PM previous day for Delivery Casa Grande / Coolidge / Tucson</p>
<p>\$65.00 - Monday & Tuesday Delivery Order by Friday @ 4:00 PM for Monday & Tuesday Delivery Lake Havasu / Parker/ Bullhead City / Kingman / Mohave Valley / Blythe / Yuma</p>	<p>\$65.00 - Wednesday Delivery Order by Tuesday 12:00 PM for Wednesday Delivery Snowflake / Heber / Show low / Payson / White Mtn.</p>
<p>\$60.00 - Tuesday, Wednesday, Thursday & Friday Delivery Order by 4:00 PM previous day for Delivery Phoenix / Tempe / Chandler / Mesa / Scottsdale</p>	<p>Jobsite Delivery Charge \$275.00 Per Delivery Min. / Additional Charges May Apply Depending on Destination</p>

DELIVERY INFORMATION – NEW MEXICO/ WEST TEXAS/ SO. COLORADO

Delivery and Shipping

Delivery: All prices are FOB 8500 Los Volcanes Rd, Suite A-D, Albuquerque, NM 87121. Delivery Surcharge \$7.50

<p>\$60.00 - Tuesday Delivery Order by 4:00pm Monday for Tuesday Delivery Grants / Gallup / Farmington / Durango / Cortez / Pagosa, CO</p>	<p>\$75.00 - Friday Delivery Order by Tuesday 4:00 PM Prior Day, minimum of LTL - \$75.00 Roswell / Carlsbad / Hobbs</p>
<p>\$60.00 - Wednesday Delivery Order by 4:00pm Tuesday for Wednesday Delivery Espanola / Taos / Santa Fe</p>	<p>\$50.00 - Monday & Wednesday Delivery Order by 4:00 PM previous day for Delivery Albuquerque</p>
<p>\$75.00 - Thursday Delivery Order by 4:00 PM Wednesday for Thursday Delivery El Paso / Las Cruces / Silver City / Deming / Alamogordo / Ruidoso</p>	<p>Jobsite Delivery Charge \$275.00 Per Delivery Min. / Additional Charges May Apply Depending on Destination</p>
<p>\$75.00 - West Texas Territory Order by 4:00 PM Prior Day, minimum for LTL - \$75.00 Amarillo / Lubbock / Midland / Odessa, TX</p>	

DELIVERY INFORMATION – CALIFORNIA

Delivery and Shipping- ANAHEIM

Delivery: All prices are 1206 N Miller Street, Suite A, Anaheim, CA 92806. Delivery Surcharge \$7.50

<p>\$65.00 – Wednesday & Friday Delivery Order by 3:00 PM previous day for Delivery Alhambra / Downey / Montecito / Anaheim Fullerton / San Clemente / Garden Grove / Newport Beach / Santa Ana / Brea / Glendale / Santa Monica / Burbank / Glendora / Orange / Simi Valley / Canyon Country/ Oxnard / Inglewood / Thousand Oaks / Lakewood / Ventura / Long Beach / Whittier</p>	<p>\$65.00 – Wednesday Delivery Order by 3:00 PM Tuesday for Wednesday Delivery Bakersfield / Lancaster / Palmdale / Tehachapi / Frazier Park / Rosedale</p>
<p>\$65.00 – Tuesday & Thursday Order by 3:00 PM for Next Day Delivery Banning / Cathedral City / Indio / Palm Desert / Palm Springs Rancho Mirage / Riverside / San Bernardino / Moreno Valley / Beaumont / Ontario / Hemet / Temecula / Chino / Pomona / Colton / Riverside / Corona</p>	<p>\$70.00 – Tuesday & Thursday Delivery Order by 3:00 PM previous day for Delivery Paso Robles / Santa Barbara / San Luis Obispo / Santa Maria / Arroyo Grande / Morro Bay / Atascadero / Oceano / Lompoc / Goleta</p>
<p>Jobsite Delivery Charge \$275.00 Per Delivery Min. / Additional Charges May Apply Depending on Destination</p>	

Delivery and Shipping – SAN DIEGO

Delivery: All prices are FOB 8952 AleSmith Ct, Suite C&D, San Diego, CA 92126. Delivery Surcharge \$7.50

<p>\$65.00 – Monday, Wednesday and Friday Delivery Order by 3:00 pm Monday & Thursday for Tuesday & Friday Delivery North San Diego County</p>	<p>\$65.00 – Monday, Wednesday and Friday Delivery Order by 3:00 pm for Next Day Delivery Miramar Area</p>
<p>\$65.00 – Monday, Wednesday and Friday Delivery Order by 3:00 pm Friday for Monday Delivery South San Diego County</p>	<p>Jobsite Delivery Charge \$275.00 Per Delivery Min. / Additional Charges May Apply Depending on Destination</p>

Delivery and Shipping – NORTHERN CALIFORNIA & NORTH WEST NEVADA

Delivery: All prices are FOB 174 Lawrence Dr, Suite E. Livermore, Ca. 94551 / Delivery Surcharge \$7.50

<p>\$65.00 – Monday, Wednesday & Friday Delivery Order by 2:00 PM Friday & Tuesday for Monday & Wednesday Oakdale / Lathrop / Manteca / Elk Grove / Sacramento / Modesto Rancho Cordova / Roseville / Stockton / Diamond Springs</p>	<p>\$65.00 – Friday Delivery Order by 2:00 PM Friday/Thursday for Monday/Friday Delivery Atwater / Fresno / Madera / Merced / Visalia / Tulare / Hanford</p>
<p>\$65.00 – Monday, Tuesday, Thursday & Friday Delivery Order by 2:00 PM previous day for Delivery Dublin / Fremont / Berkley / Livermore / Milpitas / Oakland Pleasanton / San Leandro / San Francisco / East Bay / Burlingame/ Palo Alto / San Jose / San Ramon / Dublin / Danville</p>	<p>\$65.00 – Tuesday & Thursday Delivery Order by 2:00 PM Monday/Wednesday for Tuesday/Thursday Delivery Concord/ Fairfield / Napa / Walnut Creek / Petaluma / Richmond San Rafael / Santa Rosa / Healdsburg / Antioch / Gilroy / Monterey/ Vacaville / Gilroy</p>
<p>\$75.00 – Monday & Wednesday Delivery Order by 2:00 PM Friday for Monday Delivery Chico / Redding / Yuba City / Anderson / Shasta lake</p>	<p>\$75.00 – Tuesday & Thursday Delivery Order by 2:00 PM Monday/Wednesday for Tuesday/Thursday Delivery Anderson / Reno / Sparks / Gardnerville / Truckee / Carson City, NV.</p>
	<p>Jobsite Delivery Charge \$275.00 Per Delivery Min. / Additional Charges May Apply Depending on Destination</p>