

# Eclipse Distributing Policies & Procedures 2009

## Wholesale Discount Pricing

1. For most Gas/Wood lines that Eclipse Distributing sells, your pricing is based on the Purchase Level achieved from the Early Buy Program or set by your sales Rep based on your annual business. Eclipse Distributing reserves the right to refuse a sale to a particular dealer if the situation warrants it.
2. For most accessory or service items that we sell, the discount from our retail price will be set by your sales Rep. Some accessory items show dealer prices only.
3. The List Price or Retail Price shown in the catalog is a recommended selling price for the consumer. Your purchase cost is discounted from the List / Retail price list according to your discount figured in #1, above. You are under no obligation to follow any of the suggested retail prices in the catalog. These prices are only a suggestion.
4. While we make every effort to keep our catalog up to date and to give you advance warning of a price increase, prices are subject to change without notice. If we find a mistake in the catalog we reserve the right to correct it. Possession of a price list is not an offer to sell to holder.
5. There are many costs involved in stocking and displaying items. The margins on our products are such that even at the lowest discount, you will make a healthy profit. Obviously, the units you display or burn will sell better. Eclipse and the manufacturers offer you substantial discounts on burning displays. These discounts can also help offset the cost of displaying your stove lines. ASHT displays are also available for pipe sales. Builder Parade Home discounts or other programs may also apply - please check with your sales rep.

## **GENERAL SALES POLICIES AND INFORMATION**

**Hours: Mon. – Fri. 8:30 a.m. to 5:00 p.m.**  
**Voice: (616) 583-0500 or 800-536-9000**  
**Fax: (616) 583-0515 or 888-569-9479**

### **TERMS**

C.O.D., Program Discounts or Net 30 days for approved accounts. VISA/MC is also accepted for payment (*an additional 1.9% credit card fee may be charged if the account is past due*).

A service charge of 1.5% per month will be charged on balances over 30 days. Past due accounts will be placed on a C.O.D. status after 60 days. Amounts received will be applied to the oldest balance first.

### **CREDIT LIMITS**

A credit limit based on average purchases and payment record is set for each account. Purchases that take you over your credit limit may be sent C.O.D. If you feel your credit limit should be changed, let us know. Personal Guarantees and UCC forms are required for higher credit limits and all dating program participation.

### **NSF CHECK**

All checks returned to Eclipse for NSF will be subject to an additional charge of \$50.00 or 1% of the total amount of the check, whichever is larger. If necessary, collection fees will also be added. *No product will be shipped until the NSF check clears or is taken care of via cash, certified check, or credit card.*

### **TERRITORY**

A dealers territory is established with the salesperson for your area. The size of the territory is based on area population and the degree of your involvement with the product. For a dealer to keep a product line it is expected that they maintain adequate inventory and showroom displays (as compared to other product lines carried), achieve sales volumes appropriate for the area served, and actively promote and sell the product. We want our product lines to be important to you - we don't want you to simply tie up the area so that no one else can sell them. Our manufacturers expect results from us too!

### **CO-OP ADVERTISING**

Eclipse Distributing offers a 50% co-op advertising program for up to 2% of your purchases with selected manufacturers. Our advertising year runs from January through December. Allowance balances cannot be carried forward from year to year. The ads must clearly show the trademark, brand name, and identity of the product and its features. For co-op claims, send us (1) the full tear sheet (or transcript if from radio or TV) and (2) a copy of your billing for the ad.

**WE MUST RECEIVE THESE WITHIN ONE MONTH OF THE AD DATE.**

For advertising other than on radio, TV, or newspaper, contact Eclipse to see if it will qualify for co-op. Yellow page advertising qualifies for some manufacturers.

### **SHIPPING POLICY**

**ORDERS:** Orders received by 12 Noon will be shipped that same day if at all possible. Orders received after that time will ship that same day or the next working day depending on order volume and truck schedules. Please be sure to indicate any special receiving requirements (such as needing a lift-gate) at the time your order is placed.

**SHIPPING METHOD:** In order to serve all of our dealers in the best way possible, all large shipments will be FOB Eclipse via Common Carrier. Smaller orders will go via UPS. If a UPS delivery is made and you are not able to receive, and product is returned, you will be charged a second delivery charge per UPS.

**PRICING:** All shipments over \$1,500. dealer cost will be sent Freight Free, FOB Eclipse; extra fees for a lift gate, phone call, fuel surcharge, etc. continue to be charged. Sorry, Free Freight does not apply on Past Due accounts.

**FREIGHT DAMAGE - TRUCK:** Concealed damage claims will **not** be honored by the carrier so check your products carefully and completely before signing the freight bill. Once product leaves our dock, any damage that occurs is the responsibility of the trucking company. If damage or shortage is apparent when you receive the goods, note the details on the freight bill before you sign for it and keep a copy. Please call Eclipse to report damage immediately after the truck has left your dock to facilitate your claim. **Unless noted otherwise, delivery will be considered complete when you sign for the shipment.**

**FREIGHT DAMAGE - UPS:** If you receive an obviously damaged package, refuse it. If you later discover the contents to be damaged, keep the parts in the original box with the packing and call Eclipse. We will then take care of making the claim. **Unless noted otherwise, delivery will be considered complete when you sign for the shipment.**

### **RETURNS**

All approved returned goods must be in unused, sellable condition and in factory cartons. Goods are subject to a 20% restocking charge if the invoice is over 30 days old. **Sorry, we cannot accept a return on special order items.** All returns are to include a copy of the original invoice and the Eclipse RGA. A credit will be issued on your account only for returned goods with an RGA. In the event of an Eclipse shipping error, Eclipse will arrange for return pick-up shipping. **All freight packaging and freight charges are the customer's responsibility for all product returns and warranty claim goods.**

### **WARRANTY CLAIMS**

See information under the Warranty tab

***IF YOU HAVE A  
PROBLEM WE WANT TO  
HEAR ABOUT IT AND  
HELP!***

We at Eclipse value you and your business. We may not be able to make all the problems go away, but we will make every effort to remedy any product or service concerns.

Order placement with Eclipse implies acceptance of these policies and procedures