



WHOLESALE TERMS & CONDITIONS

Revised Nov 1, 2005

This hand out contains information sensitive to A&A Products Ltd and is only available to its wholesale customers. Please keep the information private.

TERMS and CONDITIONS

MINIMUM ORDER: We have no minimum order requirements. However, you must buy at least \$1000 per year of products to maintain your wholesale status.

PAYMENT: We accept Visa, Master Card and American Express cards. You may also send checks or money orders, however, we will not ship your product until we receive payment. Schools and large companies can call us to discuss invoicing on a 30 day net basis.

SHIPPING:

- Most orders ship the same day.
- UPS charges are added directly to your total cost.
- Truck freight is paid to the trucking company when your product arrives.

BACKORDERS:

- Unless you specifically ask us, we will not hold up your shipment for backorders.
- There is no minimum charge for holding backorders, but you must pay the shipping.

FULL SHEET ORDERS:

- Full sheet orders are crated and secured to a pallet for shipping. There is a \$20.00 crating cost and a \$7.00 pallet fee.

PACKING & HANDLING

- Glass sheets, 8"x10" or larger, require special packing and handling. There is a \$3.50 charge for these boxes.

DAMAGE:

- We contract with standard shipping companies to pickup and deliver your glass and products. Once they have received your package, they are totally responsible to get it safely to your destination. We accept no control, nor any liability, once it leaves our facility.
- You should inspect each shipment carefully before you release the driver. If you find damage, have the driver describe the damage on the shipping invoice.
- For UPS damage, notify the driver and have him record the damage.
 - Do not unpack further if you discover damage after they leave.
 - File a claim with UPS directly. They will then contact us to verify the contents and value of the package.

- Since we are the shipper, UPS will reimburse us for damage. When we receive that reimbursement, we will reimburse you or ship a new order, based on your desire.
- Never refuse damaged shipments as this can cost you additional money.

RETURNING MERCHANDISE

Never return merchandise without calling us and getting a return number.

- We can not accept returns on glass, copper foil, lead, zinc, books, chemicals or pre-packaged items which have been opened or damaged.
- If there is an error in your order, call us within 5 working days.
- For all other returns, call us within 30 working days.
- If you are returning something you did not order, we will reimburse you for the item and cover the cost of your shipping.
- If you are returning something, because you changed your mind, we will not reimburse your shipping costs and we will charge you a restocking fee of either \$20.00 or 15% of the cost of the item, whichever is less.

PRICE STABILITY: While we attempt to maintain price stability, there is no way we can insure that costs will not increase rapidly from our vendors. We reserve the right to change prices at any time without notification. If prices change, they will first be reflected on our website, as this is our baseline pricing document. Catalogs will be updated at the next revision, but may lag behind the website. If you are not sure of pricing, you can call us for information.

WHOLESALE DISCOUNTS

IF YOU ARE APPROVED FOR WHOLESALE, YOU WILL BE GIVEN A PASSWORD AND ACCESS TO AN ON-LINE WHOLESALE CATALOG, WITH PRICES FOR THE VARIOUS WHOLESALE LEVELS.

NEW WHOLESALERS WILL BEGIN WITH LEVEL 1 AND MOVE UP AS THEIR ACCUMULATED PURCHASES GROW. AS LONG AS YOU MEET THE \$1000 PER YEAR WHOLESALE REQUIREMENT, YOU WILL BUY AT THAT LEVEL.

ACCUMULATED DOLLAR AMOUNT	PRICE LEVEL
Less than \$2500	Level 1 (entry level)
Between \$2501 and \$3999	Level 2
More than \$4000	Level 3

Note: The accumulated dollar amount does not have a time requirement. It is simply the total of your purchases with us over time.

THINGS TO KEEP IN MIND:

- If you drop below \$1000 in any year, you will lose your wholesale status. You may however, continue to purchase at our low retail prices.
- We will review your wholesale purchases at the beginning of every year. If you drop below your required level of purchase in any year, you will be put in the level that that meets your last year's purchases.
- Catalogs will be kept as current as possible; however, it takes time to produce a new catalog. Therefore, you may find prices differ from the catalogs. We try to keep this to a minimum.
- Discounts are never given for sale items or items marked "no discount".
- Other discounts may be applied from time to time to increase sales.

WHOLESALE REQUIREMENTS

To wholesale with us you must:

- Have copy of your business license
- A copy of your tax exempt number, if you live in Texas.
- A VOIDED copy of a business check
- Plus one of the following four items:
 1. a listing in your local city yellow page directory
 2. paperwork to show purchases from other wholesale companies
 3. a business address different from your home address
 4. a business phone different from your home phone

If you meet these requirements, you can complete the application on the next page and mail it with supporting documents.

Thanks you for considering us,

General Manager
A&a Products Ltd.

WHOLESALE APPLICATION (PLEASE PRINT SO WE CAN READ IT)

Mail to: A&a Products Ltd., 1075 Marrou Rd, Seguin, Tx. 78155

Business Name: _____ Bus. Ph: _____

Business Address: _____ City: _____

State: _____ ZIP _____ Business Web Address: _____

Home Address: _____ (if different from business)

City: _____ State: _____ ZIP: _____

Home Ph.: _____ E-Mail Address: _____

FAX: _____

What products do you expect to purchase? (Check Box)

Stained Glass Fusing Glass (90 COE) Fusing Glass (96 COE)

Grinders/Saws Dichroic Glass (either COE) Frit

Glass Tools Chemicals Bead Supplies Molds

PMC Silver Jewelry Findings

Thin Fire Paper Glass Paints Kiln/Supplies

To use our shopping cart, give a USER NAME _____ PASSWORD _____

These are case sensitive, and we suggest you keep all lower case.

Sign if you accept our wholesale stipulations: _____

PRINT FULL NAME: _____ DATE: _____