
WE GUARANTEE CUSTOMER SATISFACTION

PRIMO INTERNATIONAL pledges to you, our customers, that in all our business dealings, we will guarantee your satisfaction. If there is a problem, we will make it right. We will continue to grow and build our business through satisfied customers.

QUALITY ASSURANCE SYSTEM - ISO 9001-2000 CERTIFIED

PRIMO INTERNATIONAL prides itself for providing quality products at competitive prices. We strive to continually improve our infrastructures as well as our ISO 9001-2000 certified quality system. Our primary goal is to respond to customer demands on a timely basis while aiming at substantially increasing our overall production capacity.

WE OFFER TO OUR CUSTOMERS:

- Over 38 years experience in our field.
- **PRIMO INTERNATIONAL** is a leading force in each of its divisions including: Klik Klaks, mattress, fabric upholstery, glider rockers, futons, beds, metal bunk beds, casual dining, and leather.
- **PRIMO** permanent showrooms: Montreal head office (50,000 sq. ft) , Toronto International Center, High Point National Building.
- **PRIMO** warehouse facilities, featuring a large in-stock mattress and import program of over 250,000 sq.ft, including a warehousing program now offered in Atlanta!
- A coast-to-coast sales force across Canada and U.S. to serve you, with sales tools, point-of-purchase materials and incentive programs.
- A dedicated sales and service department, open Monday to Friday, from 8:30 am to 5:00 pm, with our toll free number 1-888-774-6687 (U.S) 1-800-267-7746 (CAN).
- Showing at all major trade shows and markets.
- A philosophy that our business is a two-way partnership with our customers.

PRIMO DIRECT IMPORT PROGRAM & CONTRACT DIVISIONS:

- **Primo Direct** has been importing for the last 20 years and in the last 4 years has begun offering its customer the possibility to buy direct from overseas with ease and confidence. Primo International employs their own QC personnel in all overseas locations, as well as having offices in Shanghai, Yantian, DongJuan, and Kaula Lumpur.
- Primo International's contract division is able to offer you a full range of products to fulfill all of your needs. We would be glad to assist you with sales support from our many years of expertise in the field. Please contact our offices for further details.

WAREHOUSE SALES TERMS AND CONDITIONS

TERMS:

- Upon approved credit limit, Net 30 days.
- Anyone over their payment terms will automatically be put on hold until payment is received.
- All COD payments must be paid in cash, by certified checks or credit cards VISA and MasterCard. A 30% deposit is required at the time of order placement.
- Merchandise will not be released if customers are past due or over their credit limit.

MINIMUM SHIPMENT:

\$2000.00 shipment to receive guaranteed freight rate. (*See freight policy*)

WAREHOUSE CANCELLATIONS:

- Merchandise in production cannot be cancelled.
- Should you wish to cancel an item, a P/O# is required with an explanation otherwise request will not be granted

DEFECTIVE GOODS:

- Claims for defective merchandise or missing parts must be made **within 30 days**.
- Any other claims (i.e. price discrepancies) must be made **within 30 days**, otherwise they will not be accepted.
- Damage claims must be made against the carrier.
- No merchandise returns will be accepted without prior authorization, and a return authorization number issued by our customer service department.
- All authorized returns must be sent back to our plant within 30 days of authorization and prior to deducting from payment.

****All products, sizes and colors, as well as prices indicated in this price list may vary and change without notice.***

****All samples must be paid.***

WAREHOUSE FREIGHT AND SHIPPING POLICY

- There will be a **15%** restocking fee for merchandise ordered which is then refused upon delivery. All freight charges (outbound, inbound) will also be payable by the retailer.
- Minimum shipment of **\$ 2000.00** required for guaranteed freight.
- Back orders will remain in house until minimum shipment is attained. (Unless otherwise advised).

PICK-UP POLICY

- There is no charge for any merchandise which is picked up within 48 hours of the specified pick up date.
- If the customer does not pick up the merchandise within 48 hours of the confirmed pick up date, we will ship the merchandise with applicable freight charges.

RETURN POLICY

- No credit will be issued without prior return authorization number from our service desk.
- All merchandise must be returned in their original carton, or in an acceptable protective replacement.
- If all merchandise is not returned on the same shipment the authorization # will no longer be valid. The customer must request a new authorization #.
- There will be a **15% restocking charge** for customers returning merchandise without having a manufacturer's defect.
- When merchandise is returned a copy of the authorization must be attached to the piece in order to identify it and the problem with it.
- When deducting amount for returns, the Return Authorization number must be referred to.

WAREHOUSE GENERAL WARRANTY

(Applicable to all warehouse divisions)

1 YEAR LIMITED WARRANTY ON ALL IMPORTS

- All requests for parts / returns must be accompanied by the original customer's bill of sale along with a valid explanation for the request.
- Specified parts will be supplied upon request, subject to availability. If the parts cannot be supplied then a return authorization for exchange / credit will be issued. Goods will only be accepted if returned in their original carton.
- A return authorization number is mandatory in order to return / discount any item. No merchandise will be accepted without a prior return authorization number.
- Goods returned not found to be a PRIMO INTERNATIONAL manufacturing defect, will be returned to customers and inbound and outbound transport will be at customer's expense.

IMPORT WARRANTY

- PRIMO INTERNATIONAL will not accept any returns for credit on any imported item.
- Specified parts will be supplied upon request, subject to availability. If the parts cannot be supplied then a return / credit of the entire item is to be effected. Goods will only be accepted if returned in its original carton.
- A copy of the sales bill along with written reason must be submitted for returns / claims.
- A return authorization number is mandatory in order to return any goods. No merchandise will be accepted without a prior return authorization.
- Goods returned not found to be PRIMO INTERNATIONAL's manufacturing defect will be returned to customers and all inbound and outbound transport will be at customer's expense.
- However, if a return of the entire item is to be effected, goods will only be accepted if returned in its original carton with a return authorization number.

FUTON MATTRESS WARRANTY

- One year warranty covering workmanship and manufacturer's defect such as seam splitting and / or buttons popping. *Mattress compression is not a defect, it is the nature of the product, therefore is not under warranty.* A "How to Care for Your Futon" pamphlet will be included with each futon mattress.
- Soiled mattresses cannot be accepted due to hygienic reasons.
- Goods returned not found to be PRIMO INTERNATIONAL's manufacturing defect, will be returned to customers and transport charged both way will be at customer's expense.
- Futons are to be returned to Primo International with a return authorization number where it will be determined as to whether futon is to be repaired or exchanged.

MATTRESS WARRANTY

- PRIMO INTERNATIONAL'S warranty covers manufacturing defects in materials and workmanship under normal usage of the mattress or box spring. Replacement of one piece does not automatically entail the replacement of the other piece.
- This limited warranty is provided to the original owner, when purchased through an authorized Primo retailer.
- Soiled mattresses cannot be accepted due to hygienic reasons.
- The warranty period of mattresses purchased without their respective wood or spring boxes at the same time, will automatically be reduced by half.
- Depreciation will be calculated as follows: $\text{Current wholesale price} \times \frac{\text{Years of usage}}{\text{Warranty}}$.
- A copy of the sales bill along with written reason must be submitted for return.
- PRIMO INTERNATIONAL's delivery and service will be carried out with its authorized dealers only.
- PRIMO INTERNATIONAL will not accept any merchandise without a prior return authorization number.
- Goods sent for replacement that are not found to be PRIMO INTERNATIONAL's manufacturing defect, will be returned and transport charges both ways will be at customer's expense

DIRECT CONTAINER SALES TERMS AND CONDITIONS

TERMS:

- Upon approved credit limit, Net 30 days.
- GE Credit line optional (see sales rep for details)
- Anyone over their payment terms will automatically be put on hold until payment is received.
- All COD payments must be paid in cash, by certified checks or credit cards VISA and MasterCard. A 30% deposit is required at the time of order placement and the 70% balance (including freight) is due prior to container departure.
- Merchandise will not be released if customers are past due or over their credit limit.

CANCELLATIONS / MODIFICATIONS:

- Each order is confirmed with a faxed copy of the Pro-Forma and is used as confirmation and approval towards product on order. Should there be an error on the order it must be communicated back to us within 1 week.
- Merchandise in production cannot be cancelled.
- Any and all request for modification can be made no later than 30 prior to shipping and may cause delays in production and shipping time frames.
- All Cancellations and, or modifications must be submitted in written format for ISO purposes, verbal request will not be fulfilled.

DEFECTIVE GOODS / SHORT SHIPMENT:

- Upon receipt of your container we suggest you verify that the container seal is in tact. Each container is verified and photographed prior to sealing at the supplier end by our quality assurance employees and should match your detailed pro-forma listing.
- In the case of a short shipment a detailed list of the missing good(s) must be submitted along with the po#, as well as the container #
- All claims for short shipments must be made within 10 days of receipt of goods.
- Freight may not be deducted as part of any claim.
- Claims for defective merchandise or missing parts must be made **within 30 days**.
- Any other claims (i.e. price discrepancies) must be made **within 15 days**; otherwise they will not be accepted.

****All products, sizes and colors, as well as prices indicated in this price list may vary and change without notice.***

*All samples must be paid.

DIRECT CONTAINER GENERAL WARRANTY

(Applicable to all container divisions)

Primo International stands behind all of their products, for both warehouse programs as well as Direct Container programs. Primo International offers a specialized parts & replacement warranty for each category designed specifically for our Direct Container programs.

****Please note that due to our need to provide proper documentation to our supplier, an image is required in order for any claim to be processed other than parts orders.**

- All products are warranted to the original purchaser.
- No return for credit will be approved on direct container goods.
- These products are not intended for commercial use.
- Customers may pre-order parts as part of their original purchase order; these parts will be shipped with the container directly to the customer.
- Parts orders processed through the Primo parts department are subject to an LCL process of 10-12 week from order processing to receipt date.
- **A copy of the sales bill** along with written reason must be submitted for all parts. In order to facilitate the process, we request that you also supply us with either your purchase order number, or the PI number as indicated on the original cartooning of the item in question. * All leather goods have this label under the frame.
- An Image is required for all claims (Shortages, un-repairable manufacturing defects, transportation damages, etc..) in order to forward to the supplier – any claim without the proper back up cannot be processed.
- As Direct container goods are mainly items that Primo International does not warehouse, exchanges are not offered as a possibility. .
- A copy of the pro-forma is faxed to each customer for review purposes once the order is confirmed, should there be an error with your order you must confirm back to the service department within 1 week of receipt otherwise Primo cannot take responsibility for mis-shipments.
- ****As Primo is not a freight forwarder, all costs and charges incurred during transport (ie: Storage, demurrage, Customs inspections, GRI, PSI) will be at the expense of the customer.**
- **The amount of freight invoiced is the amount that has been charged by the freight forwarder and cannot be disputed.**

-
- In the case of defective merchandise, please note that should a discount / credit be approved the freight on said piece will not be credited.
 - **Any cancellations or modifications must be made at a minimum of 30 days prior to departure date of the container.
 - **If production has commenced container cancellations will not be accepted.
 - **Once a container has arrived, the freight forwarder will contact your establishment for delivery instructions, please note that delays in arranging an appointment time may result in storage charges. These charges will be billed to your account.
 - All deliveries are Live unload (2 hours) – delays in unloading can incur charges, the customer is liable for said charges.
 - **As an intermediary to your direct container purchases, Primo International will supply parts free of charge, however costs for repairs and incidentals should be covered in your Retail price, as Primo International does not warrant repair costs.

LEATHER WARRANTY

- Primo International cannot accept returns for credit on imported leather.
- All products are warranted to the original purchaser.
- These products are not intended for commercial use.
- Lifetime limited warranty covering materials and workmanship, damages due to negligence, accidents, misuse or mishandling are not covered.
- Leather is guaranteed for one year, however leather is a natural product and each piece is individual. Variations should be expected; including shading and tone, nicks and scratches and wrinkles are the nature of the product and not covered under warranty.
- Please note that tears / cuts produced due to poor delivery service, unwrapping of coverings are not covered and parts requests should not be made in these instances.
- If leather is damaged by application of non-conforming products, discoloration due to sunlight or by cleaning with inadequate substances, this warranty will not apply.
- Front Rail & Spring unit can be removed and replaced
- Seat cushions are guaranteed for two years. *Loss of resiliency should not be confused with normal softening and flattening that occurs with normal usage and aging.
- As an intermediary to your direct container purchases, Primo International will supply parts free of charge, however costs for repairs

and incidentals should be covered in your Retail price, as Primo International does not warrant repair costs.