

## Dealer Portal Terms and Conditions of Use

Ultra Lite Shutter Dealer Portal (B2B, Builder Software) is a proprietary application registered to Ultra Lite Shutters. Any and all users of the Dealer Portal must accept all Terms and Conditions and adhere to the conditions of use set forth in this document and any changes to the Terms and Conditions which can be made at any time with or without notice.

Users that have access to the Dealer Portal by means of a username and password are classified as Authorized Users or Licensed Users. Authorized users are granted access to the Dealer Portal utilizing a custom license agreement. Licensed users must respect and abide by the License Agreement in order to maintain access to the Dealer Portal. Any unauthorized usage of the dealer portal will result in the revoking of the license, login credentials and may result in adjustments to the dealer's account standing.

Users are not permitted to access the dealer portal other than with the sole intent of purchasing, selling or accessing data with the purpose of assisting in the purchase or selling of Ultra Lite Products to a customer or directly to the dealer. Licensed users are not permitted to copy, download, modify, distribute, transmit, publish, print or sell any licensed data for any purpose other than dictating or presenting for sales purposes. Licensed Users are prohibited from sharing any data help within or derived from the Dealer Portal with any competitors of Ultra Lite Shutters.

Ultra Lite Shutters reserves the right to correct any errors found to be produced by the Dealer Portal, whether in material, cost, drawings, the builder tool or any other information without notice. At the sole discretion of Ultra Lite, any licenses granted can immediately be revoked, without notice, for any reason.

## Ordering Terms and Conditions

By placing an order with Ultra-Lite Shutters Ltd, whether online or by other means, you agree to the terms and conditions of the sale stated in this document. For the document, "We" and "Us" reference Ultra-Lite Shutters Ltd. "You" refers to the entity making the purchase.

By initiating a purchase from Ultra-Lite Shutters, you confirm that you are at least 18 years of age, are making this purchase with the express permission of the party requesting the product and agree that once the order is placed the order is considered final. Confirmations will be sent out via email following each online purchase.

A submitted order refers to a quote that has been authorized by the dealer and converted to an active order. Active Orders can be referred to as orders, authorized orders, sales orders or submitted orders. Ordering Terms and Conditions refer to any order placed online or through Ultra Lite Shutters personnel. Any changes to an active order may result in a price revision.

Any measurements submitted by the dealer on any quote are to be checked and confirmed by the dealer. Any incorrect measurements submitted are the responsibility of the dealer. Any order that is cancelled will result in a minimum 40% restocking fee depending on where the product is on the manufacturing line. Restocking fees will be considered payable by you if manufacturing has begun.

## Shipping Terms and Conditions

Any and all deliveries must be checked before signing off receipt of the product from the shipping company. Any damage found and not commented on the receipt document may not be claimed and may not be replaced by Ultra Lite Shutters. It is the responsibility of the dealer to inspect any packages that are suspected of having hidden damage before signing the receipt of product from the shipping company. If hidden damage is expected, comment that hidden damage is highly likely due to the nature of the received package. Any and all delivery times are estimated and are contingent on accidents, strikes or other anomalies that are out of our control. If priority shipping is required, this must be commented on the order when submitted.

If shipment of the product is being provided by Ultra Lite, the following restrictions of the shipment are required.

- The shipment must be inspected upon arrival. Any damages that are not recorded and reported immediately cannot be covered under the shipment warranty. Hidden damages must be reported immediately upon identification.
- If the product is damaged upon receipt, you must include a detailed report on the receipt document.
- Do not write "Subject to Inspection" or a similar phrase on the receipt documents. Shipping companies do not recognize this as a valid report if damage is eventually reported.
- If the product is severely damaged upon delivery, the dealer must refuse the package. It will be returned to the manufacturer, repaired, or replaced and shipped back at no charge to the dealer.
- If additional warranty on the product is required, it is the responsibility of the purchaser to request this before the shipment is picked up.
- If the delivery attempt requires the delivery person to wait in excess of 15 minutes, additional charges may be applied.
- Shipments over 250cm (8ft) will have an additional surcharge applied to the freight amount.
- Shipments over 450cm (15ft) will require special shipping charges and instructions.
- All deliveries will be attempted between 8:00AM and 4:00PM local time. If those times are not suitable to your business, specific delivery instructions must be provided before your product is picked up, and additional charges may apply.
- The shipment must be delivered to an authorized business address.
- If your shipment is placed on a pallet, which is only available by your request, you are required to have sufficient vehicles and/or tools at the time of drop-off to accommodate the removal of the shipment from the transport vehicle.

## Product Usage

Our products can be dangerous if used improperly, or without proper training. You are required to be fully trained in the installation procedure and correct means of operations in order to remain safe, and also to maintain the integrity and longevity of the product. All motorized roll shutters must be installed by a certified electrician. Improper installation, operations, or other actions that are not consistent with the best practices or recommendations set forth by our product documentations, may result in loss of warranty on the product as a whole, unnecessary damage to the unit resulting in product failure, or harm to an individual. Ultra-Lite Shutters Ltd will not be held responsible for any damages, harm, or loss of funds resulting in improper installations, applications, use, or other means that are not consistent with our best practice policies.