

JanSan **Policies**

— Manufacturing Co. —

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General Distributor Policy

Distributors of JanSan Manufacturing Co.'s products will represent JanSan Manufacturing Co. in a positive fashion and promote the integrity and goodwill of JanSan Manufacturing Co.'s name.

Distributorship of JanSan Manufacturing Co. and its products may be discontinued at any time and for any reason.

Any policies, terms, and conditions may be added to, changed, or removed by JanSan Manufacturing Co. at any time without notice.

Return Policy

JanSan Manufacturing Co. provides a 30 Day Return Policy on all new, stock products offered. A distributor may return any product by following these guidelines:

- 1) Call JanSan Manufacturing Co. for a Return Authorization Number (RA #).
- 2) Return item(s) within 30 Days of purchase date.
- 3) Item(s) must be in New condition without damage or abuse.

Buy Back Policy

JanSan Manufacturing offers a 6 Month Buy Back Policy to current distributors in good standing. This policy allows JanSan Manufacturing Co.'s Distributors to reduce the risk of carrying larger inventories without the worry of selling stock product. In order to return items for "Buy Back," the distributor must follow these guidelines:

- 1) Call JanSan Manufacturing for a Return Authorization Number (RA #).
- 2) Complete "Buy Back Inventory Sheet"
- 3) Return item(s) within the 6 month timeframe from last purchase of the particular item(s) being returned.
- 4) Returned item(s) must be current stock items offered by JanSan Manufacturing Co. and must be current models and revisions offered.
- 5) Returned item(s) must be in NEW condition, in original packaging, and pass inspection.
- 6) Distributor will be credited the lowest price paid for the item(s) within the last 6 month time period.

Loss & Damage

The carrier who delivers the merchandise is responsible for loss & damage. Acceptance of the shipment from the carrier is an acknowledgement that the articles delivered were in good condition and properly packed. If damage or loss, please notify the carrier at time of delivery, so the claim process may be started. Notify JanSan Manufacturing Co. immediately about the damage and/or loss.

Shortages

JanSan Manufacturing Co. may supply packing slips and/or invoices to help the distributor confirm proper items in the shipment. It is the distributor's responsibility to confirm that all items have been delivered complete in each shipment. If a shortage is found, the distributor must contact JanSan Manufacturing Co. within 1 business day of delivery.

Warranty

JanSan Manufacturing may offer warranties on some items. For warranty information, please see the product manual. Distributors are expected to service the products they represent and sell. Distributors are also expected to use approved replacement parts when servicing any warranted JanSan Manufacturing Co.'s products. The distributor must follow these guidelines in order to qualify for warranty credit:

- 1) Call JanSan Manufacturing Co. for a Return Authorization Number (RA #).
- 2) Complete "Warranty Claim Form."
- 3) Return defective part(s) or product(s) to JanSan Manufacturing Co. within the warranty timeframe for warranty inspection
- 4) Upon approval, JanSan Manufacturing Co. will credit the distributor the amount paid for replacement item(s).

Advertising Policy

The distributor may use JanSan Manufacturing Co.'s marketing materials (including: pictures, text, videos, drawings, and brochures) for the purpose of promoting and selling products purchased from JanSan Manufacturing Co. Although descriptions are believed to be correct at time of publication, information, specifications, and pricing are subject to change without notice. The distributor recognizes that JanSan Manufacturing Co. owns these intellectual rights and the distributor may not modify or misuse these materials. The distributor will maintain the integrity and goodwill associated with the JanSan Manufacturing Co. name.

Minimum Advertised Pricing (MAP) Policy

In order to keep JanSan Manufacturing Co.'s products from becoming a commodity in the industry and providing fair competition, JanSan Manufacturing Co. may implement a Minimum Advertised Pricing Policy, known as "MAP." Distributors are required to advertise pricing no lower than the MAP of a particular item, unless there is a JanSan Manufacturing Co. approved "Special Pricing." If an item has a MAP, it will be listed in the current "JanSan Manufacturing Co. Distributor Price List." If a distributor finds another distributor listing a JanSan Manufacturing Co. Brand item at a price lower than the MAP or current "Special Pricing", it is expected that the distributor will let JanSan Manufacturing Co. know about this infraction immediately. Knowingly advertising JanSan Manufacturing Co. Brand items lower than the MAP may be cause for ending the distributor relationship.


Minimum Order Policy

There is a \$50.00 minimum order policy. A \$5.00 surcharge will be added to order subtotals below \$50.00.

Drop Ship Policy

JanSan Manufacturing Co. will drop ship orders upon request. There is a \$5.00 drop ship charge for UPS shipped orders. There is a \$15.00 drop ship charge for freight shipped orders.

Private Label Policy

JanSan Manufacturing Co. offers private labeling on many of the products we sell. Look for the  symbol throughout our catalog and/or website. If an item has this symbol, the item may be private labeled. The item comes standard with a JanSan Manufacturing Co. name and label. However, it can also be ordered without the JanSan Manufacturing Co. label, and we will even label the product with your own company information! JanSan Manufacturing Co. offers this service at NO EXTRA CHARGE.

To order a private label item, you must: Via the website, mark the checkbox "*Check if Private Label Item*" on the item before you add it to your cart. Via faxed PO or phone, just put a "-P" at the end of the item number you are ordering.

Please Note: When you order "Private Label" items, we will need to have private label information on file for each private label product you order. For non-chemical private label items, please complete the "Non-Chemical Private Label Item Information" form. For chemical private label items, please complete the "Chemical Private Label Item Information" form. If we do not have information on file for your private label product, we will contact you before we fulfill the order.