

TERMS & POLICY

EFFECTIVE SEPTEMBER 8, 2009 FOR RETAILERS

- **Retailer Qualification and Requirement**

All Retailers must provide all necessary documents to be a qualified buyer and must provide a copy of Resale License or Sales Tax Exemption Certificate. Please provide a completed Retailer Registration form. You may download this form from our website or simply email us to request one. Fax the completed form to (626) 588-1660 or email to service@pangerina.com.

- **Minimum Purchase Requirement**

There is no minimum purchase required, however, orders under US\$ 100 will incur a US\$ 15 fee.

- **Shipping**

Customer is responsible for any and all shipping and handling charges. Shipments will be shipped via FedEx or UPS. Domestic shipments will be shipped via ground service.

International customers are responsible for the custom duty and fees in addition to shipping and handling charges. Please contact us for more details.

- **Payment**

U.S. Domestic Orders: We accept American Express, Visa and MasterCard. Unfortunately we do not accept checks and money orders. We will not charge your card till your order is ready to be shipped. Sales tax will apply to non wholesale purchases with shipments to a California address. Please fax completed Credit Card Authorization form to (626) 588-1660.

International Orders: We only accept T/T payments. Credit card payments will not be accepted for international orders. Payment must be received before items can be shipped.

- **Lead Time**

We process and ship all our in-stock orders within 5 working days after all necessary documents are received.



TERMS & POLICY

EFFECTIVE SEPTEMBER 8, 2009

FOR RETAILERS

- **Order Adjustment and/or Cancellations**

Adjustments of more than twenty percent (20%) of an order will cancel all special terms. Any adjustment or cancellations must be in writing within three (3) days from date of original order date. Orders that are cancelled after they have been processed for shipping will be assessed a 25% restocking charge.

- **Return Policy**

All returns will be processed for exchange CREDIT ONLY. Panush Inc. does not accept merchandise refund. Shipping and handling charges will not be applied to your credit. All returns/exchanges require a **Return Authorization Number** (RA#) issue by us and no exceptions will be made. Please email service@pangerina.com to obtain an RA# within 7 days upon your receipt of your order. Returns or exchanges received without a Return Authorization will NOT be processed. Returned merchandise must be new and in unused condition with original tags and received by us within fourteen (14) days of your original receipt of them and must have the RA number described above. A copy of original invoice must also be included with all returns.

- **Defective or Damaged Merchandise**

Pangerina by Panush Inc. enforces strict quality control policies and the goods are generally inspected before shipping, however, if you discover any defects or damage caused by our manufacturer upon receipt of our product, we will gladly replace it at no additional shipping and handling charge to you. Claims and return authorization must be requested in writing within seven (7) days of the date of your receipts of the goods.

- **Suggested Manufacturer Retail Price**

To protect all our buyers, Panush Inc. policy states that Pangerina Labeled Products are not to be sold at any auction site below suggested retail price.

- Panush Inc. reserves the right to refuse distribution of our products to violators of our policy.

- Our Terms and Policy may be amended in whole or partly by Panush Inc. from time to time. Amendments will be effective immediately upon posting of the amended terms and conditions on our website. Buyers are responsible for ensuring they are familiar with the latest terms and policy. By choosing to purchase and carry merchandise from Pangerina by Panush Inc., you have agreed and accepted our terms and policy.

