

ORDERS

Minimum opening order is \$350. Reorder is \$250. All customers must present a valid Resale Certificate before orders can be shipped. All items must be ordered according to case packs and minimum quantities specified in the catalog. Lazy Susan reserves the right to increase quantities to meet case pack and minimum requirements.

PAYMENT TERMS

All opening orders must be prepaid. We accept Visa, MasterCard, Discover, American Express, company check, money order or cashier's check. COD's are not accepted. Please note that using a credit card will expedite your shipment. If prepaying with a company check, please submit payment in full including shipping charges and allow two weeks for check clearance. A \$25 return check fee will be charged for all checks refused by your bank due to insufficient funds. A \$15 processing fee will be charged for payments made by wire transfer. Net 30 terms for reorders will be based on credit approval.

PRICES

Prices are subject to change without notice.

LATE PAYMENT

Late charges of 1.5% per month will be applied to all past due accounts. Late payments may cause delayed shipments to future orders. Collection costs and attorney fees will be at customers' expense. All delinquent accounts will be reported to the top credit bureaus.

SHIPPING

All orders are shipped from our warehouse in Chatsworth, CA. All orders are shipped via FedEx ground or preferred carrier, unless special shipping instructions are requested. Special shipping requests are subject to additional charges and must be specified in advance of order processing. Lazy Susan will not be responsible for items beyond its own carrier. In case of damages caused by a third party carrier, it will be the customers' responsibility to file a claim with that third party carrier. Larger items may need to be shipped in oversized cartons, which may result in higher freight costs. Back orders will be shipped without notice unless cancelled.

RETURNS / CLAIMS / CANCELLATIONS

All returns must be preapproved and will be issued a return authorization number. Any unauthorized returns will be refused. All freight charges on return shipments must be prepaid. Products sold are on a nonreturnable basis unless damaged. To qualify for a claim or replacement, please keep damaged goods along with the packaging for 21 days from date of receipt.

CANCELLATIONS

FAX: 818.474.7267

E-MAIL: customerservice@lazysusanusa.com

CLAIMS


FAX: 818.474.7267

E-MAIL: claims@lazysusanusa.com

Claims must be made in writing via fax or e-mail within 10 days of receipt of order. Customer account number and date must be specified. Lazy Susan reserves the right to refuse any claims after the initial 10-day period. Items must be in their original condition and packaging. A 20% restocking fee will apply to any returns and/or cancelled orders. Many Lazy Susan products are handcrafted and have slight variations in color, texture and finish that are common and are inherent to the nature of handcrafted items. Please note, most variations in products are not considered flaws or defects and will be reviewed on a case-by-case basis.

E-MAIL MAILING LISTS

By making a purchase with Lazy Susan, either through a rep, trade show or online, you are automatically enrolled to receive exclusive e-mails announcing web-only sales and promotions along with updates and news regarding Lazy Susan. If you are not yet a customer, you may still logon and enroll to have the same access to these e-mails. You may opt out of receiving these promotional e-mails at any time in the future by e-mailing customerservice@lazysusanusa.com and putting "unsubscribe" in the subject line.

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