

NEW ACCOUNTS

A signed, fully completed credit application is required and a determination as to payment terms will be made immediately.

OPEN ACCOUNTS

- ◆ **TERMS OF PAYMENT** - All balances must be paid within 30 days from the date of invoice.
- ◆ **SPECIAL TERMS** - Shutters require a 50% deposit before order can be processed.
- ◆ **PAST DUE BALANCES** - Orders from accounts that are past due will not be processed. You will be notified by telephone, e-mail or fax so the account can be brought current. A 1.5% late fee will be assessed monthly on all past due balances.

C.O.D. ACCOUNTS

When order is complete, the Worldwide Accounting Department will contact you for payment. Upon receipt of payment, order will be shipped or available for pick up. Orders **MUST** be picked up within 5 working days or terms will be changed to Pre-Pay.

PRE-PAY ACCOUNTS

If you are a Pre-Pay account, your order will not be processed until order is paid in full.

TELEPHONE / FAX / EMAIL ORDERS

All verbal and telephone orders are accepted as the dealers responsibility. Each order will be repeated back by the order taker; however, ***we recommend the use of e-mailed or faxed forms*** to avoid any possible error. Colors on faxed orders will be entered according to the color name given. In the case of conflicting color and product type, the color name will take precedence over the product type.

DUPLICATED ORDERS

Worldwide cannot be responsible for duplicated orders caused by a telephone or fax order being followed by a duplicate order which has not been marked clearly as a "Confirmation".

CANCELLATIONS

Our products are custom made to your specifications and may not be canceled if the order is in the process of fabrication. If you must cancel your order, please call the Customer Service Department immediately. They will advise you if the order can be cancelled and provide you with a cancellation number.

BACK ORDER NOTIFICATION

From time to time our suppliers are unable to ship the necessary raw materials or provide specific ship dates of these materials to fill your order. Our policy is to notify our customers of all back orders so you can re-select or notify your customer of a delay.

PRICE CHANGES

All prices and price lists are subject to change without notice.

RETURNS FOR CREDIT

We can accept returned orders only if prior authorization has been obtained from the Customer Service Department. Customer Service will advise how the merchandise should be returned.

RETURNS FOR REPAIR

Contact Customer Service prior to the return of any order for repair. We will request the date of the invoice, sidemark, type of product, and the invoice number. Arrangements for return will be made with you at that time. Repair should be packaged with care prior to shipping.

RETURNS FOR REPAIR (Continued)

The package should be fully identified both inside and outside the wrappings and should contain confirmation of the verbal repair instructions to the customer. Customer Service will advise as to how the merchandise should be returned. Chargebacks for unauthorized repairs or additional installation cannot be honored. Merchandise that has been mishandled, abused, or is received in poor condition will be returned to the customer.

FREIGHT

- ◆ **FEDEX GROUND AND TRUCK SHIPMENT** \$150 minimum net invoice is required for pre-paid freight on all orders where shipping dimensions do not exceed 85" in length. Worldwide considers each product category as a separate order. If \$150 minimum invoice is not met, Worldwide will charge actual freight charges. Truck deliveries are required if shipping dimensions exceed 92" in length. A \$120 net charge will be added to the invoice where the blind length exceeds 92" and net invoice is less than \$1000. Truck shipments are pre-paid for individual orders over \$1000.
- ◆ **DROP SHIPMENTS** Actual freight charges are added to invoice for parcel delivery service and truck shipments.
- ◆ **WORLDWIDE TRUCK DELIVERY** All deliveries on Worldwide truck will be charged the handling charge plus a \$25.00 fuel surcharge per delivery.
- ◆ **RESIDENTIAL AND SELF STORAGE TRUCK DELIVERY** Every order that requires a truck delivery to a residential address or a self storage facility will incur a \$60 surcharge. Residential address will be determined by common carrier.

SHIPPING AND HANDLING CHARGES

- ◆ Parts or components - applicable freight charge
- ◆ Vertical Blind - **\$10.00/blind**
- ◆ All other blinds and shades - **\$5.00/blind for Commercial Delivery Address with a minimum of \$10.00 and a max of \$75.00**
\$7.00/blind for Residential Shipping Address with a minimum of \$14.00 and max of \$75.00

Worldwide will defer to FedEx Ground designations in determining which addresses are Commercial or Residential.

- ◆ **OVERSIZE HORIZONTAL BLINDS/SHADES** Each blind over 85" in width will incur a \$70 freight surcharge. If there are multiple oversize blinds/shades on the same order, we will contact you to discuss shipping options.
- ◆ **OVERSIZE VERTICAL BLINDS** Each blind over 85" in width or length will incur a \$70 freight surcharge. If there are multiple vertical blinds on the same order, we will contact you to discuss shipping options.

FREIGHT DAMAGE

- ◆ **FEDEX GROUND AND TRUCK SHIPMENTS** If you suspect freight damage please accept the package, however you must sign common carrier freight bill product was received damaged. After signing for damage please inspect product to see what was damaged. Then call customer service to report damage. Customer service will report damage to common carrier and advise you if we want product sent back to Worldwide for repair or we will replace product. All damaged product must remain in your possession until customer service gives you disposition. **WORLDWIDE WILL NOT BE RESPONSIBLE FOR DAMAGE IF CUSTOMER DOES NOT SIGN THAT PRODUCT WAS DAMAGED ON DELIVERY. WORLDWIDE WILL ALSO NOT ACCEPT RESPONSIBILITY FOR DAMAGE IF CUSTOMER HAS SELF STORAGE FACILITIES WHERE OTHERS RECEIVE DELIVERY AND DO NOT SIGN THAT PRODUCT IS DAMAGED ON DELIVERY.** If you discover concealed damage, retain all packing materials and contact customer service. Damage must be reported within 10 business days or Worldwide will not be responsible.