



FREIGHT PROGRAM

CREDIT TERMS

ERG will extend credit terms to any credit worthy customer, provided they have filled out an ERG Credit Application and have been approved for a line of credit. All payments are due Net 30 days. 1.5% percent late payment fee will start accruing after the payment is due. Other methods of payment are available, such as VISA® or MASTERCARD® with a 2% processing fee.

STORAGE FEES

Any order held longer than 48 hours after completion, will be subject to a weekly storage fee. Storage fee will be determined by the size of the order. No exceptions.

FREIGHT DAMAGE AND CLAIMS

ERG International offers a Guaranteed Safe Shipping Program to your destination provided you select our **GUARANTEED VALUE FREIGHT PROGRAM**. This means that if you choose our freight program, we guarantee that your furniture is free of damage. If for some reason the furniture does come in damaged, **ERG will handle the complete freight claim** and reship the replacement furniture to you free of charge! This is our Guaranteed Safe Shipping Program that is considered to be the best in our industry. **Note:** You must use ERG International's designated freight carriers; the use of your own freight carrier voids this program. If, in the event that your shipment arrives damaged, please notify ERG Customer Service immediately upon discovery of any damages, even if the damage is "concealed damage" (no damage to boxes & packaging). **PLEASE SAVE ALL PACKAGING MATERIALS, Take Photos of Damaged Packaging & Products. Send to ERG Customer Service and will initiate and the process for any freight claims reported by our customers or their affiliates; i.e. warehouses or end-user.**

Disclaimer: ERG has the discretion to replace or repair based on the extent of the damage.

ERG Customer Service: 1-800-446-1186

FREE FREIGHT PROGRAM

ERG International offers a FREE FREIGHT PROGRAM. Freight is free of charge on all orders over \$7,000 list. Orders under \$7,000 list will have a flat freight fee of \$195.

All products are shipped F.O.B. Origin, Oxnard, California or Dallas, Texas.

Please call factory for Inside deliveries, special delivery requests, and other accessorial charges.

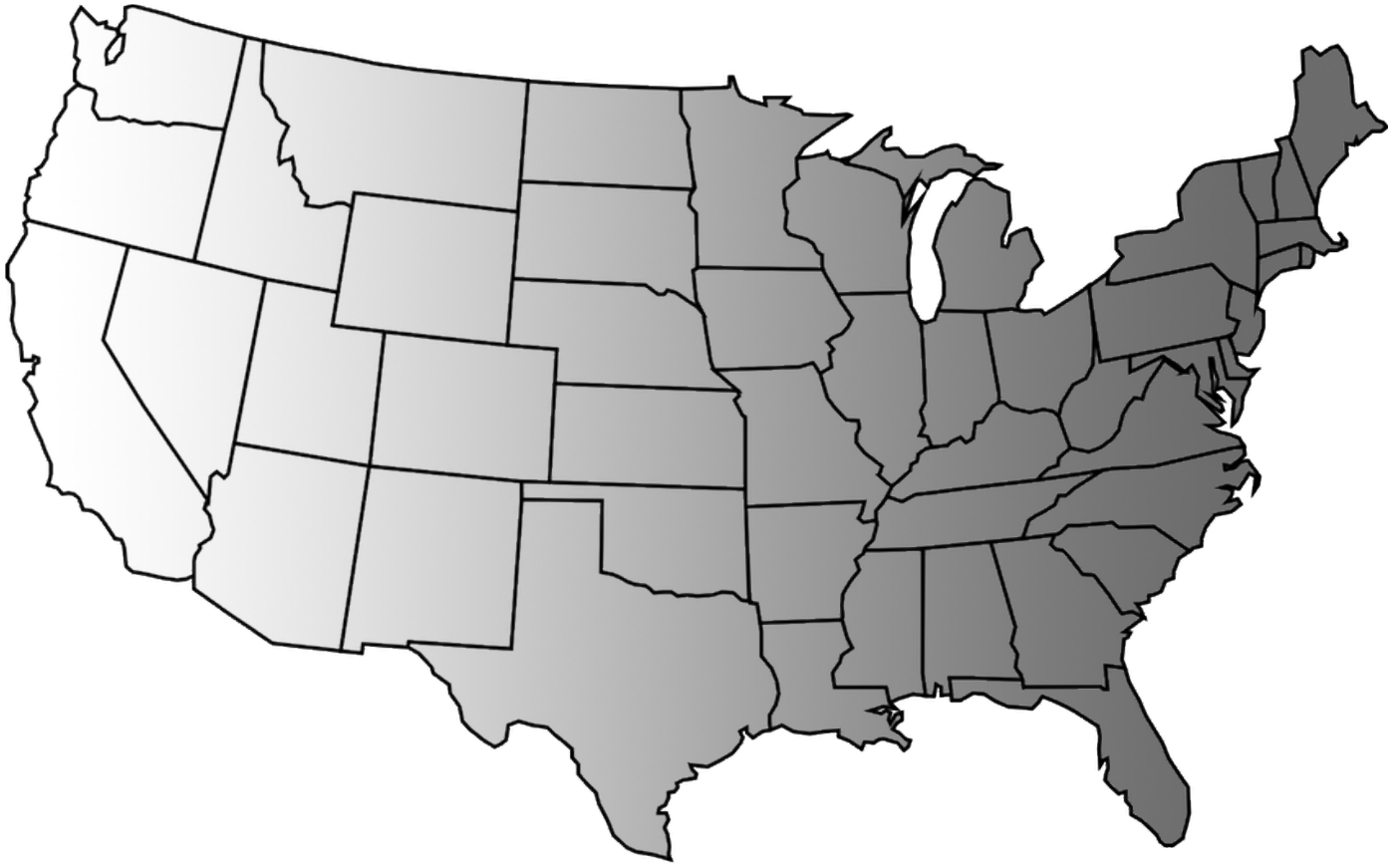
Note: ERG reserves the right to add a fuel surcharge when and if necessary during the course of the year.

If a freight carrier is not noted on your order, ERG will ship via the GUARANTEED VALUE FREIGHT PROGRAM and choose the most appropriate carrier and add the charges to your invoice. If the customer wishes to use their own carrier, it will ship via collect or 3rd party.

FREIGHT PROGRAM

ERG now offers FREE FREIGHT on all orders over \$7,000 list!

Orders less than \$7,000 list will be charged a flat freight fee of \$195.



FREE FREIGHT **On all orders over \$7,000 list!**

**** PLEASE NOTE ****

ERG WILL CHARGE A FLAT FEE OF \$150 NET ON ORDERS SHIPPING TO THE FOLLOWING ENTITIES: Residential, Places of Worship, Rural areas, NON-Commercial locations IE: Public & Private Schools, Public Storage, Businesses operating within a private residence, Hospitals, Airports, and Gov't sites (Military locations, Prisons, etc.).

**** ADDITIONAL UPCHARGES ****

Charges for the following will be invoiced - lift gate, inside deliveries, rerouting of trucks, incorrect delivery addresses given & redelivery fees.