

# Ardent Terms Of Sale

Ardent reserves the right, at all times, to choose with whom it will and will not deal in the sale and distribution of its products.

## Ordering Information

Please submit all orders in writing and fax to Ardent. Please use our model numbers and fabric codes with a brief description of the product(s) being ordered. Your order will be acknowledged promptly and in writing to you (usually by fax) once clarified. We request your assistance in checking our acknowledgements accuracy to your order to ensure discrepancies do not occur. It is your responsibility to let us know of any discrepancies within 10 (ten) business days from the acknowledgement date.

## Valid/Complete Purchase Order

The following information is required in order to process an order with Ardent:

### Customer Information

- Sold To: Complete name, address, postal code where invoice is to be sent.
- Ship To: Complete name, address, postal code where product is to be sent.
- Purchase Order Number: From the party Ardent will be billing
- Authorized Signature: All purchase orders must be signed.
- Contact Name and Phone/Fax Number: Person Ardent should contact with any questions regarding the purchase order
- Tagging Instructions:
- Price Agreement or Discount
- Total: List/Net

### Product information

1. Quantity
2. Product Model Numbers
3. Fabric or Vinyl Colors
4. Customers Own Material (COM): Manufacturer, pattern, color, name of company ordering the COM. If Ardent agrees to use the COM, (1) Ardent shall have no responsibility for the condition, quality, value, performance, physical properties, or any other aspect of the COM; and (2) Ardent shall have no liability for any damages, injuries, or losses to the customer or to any third party that shall be caused by any COM, and the customer shall hold Ardent harmless for all such liability.

### COM Shipping Instructions

All COM fabrics or vinyls should be ordered and shipped prepaid directly to our factory at:

Ardent Manufacturing  
9920 - 70 Avenue,  
Edmonton, AB  
T6E 0V7

For material originating outside of Canada, most suppliers are aware of the required documents for entry into Canada. For further questions please feel free to contact us toll free in North America at 1-888-711-8600.

## Changes/Cancellations

Orders are in process once acknowledged and may not be cancelled without our consent. For Specials, Customers Own Material (COM) and RUSH orders, no changes or cancellations are allowed. All changes must be in writing, regardless of the dollar value. Order cancellations are complete annulments of orders. Order changes are the deletion of line items or a change in size, color, quantity, or ship-to address. Any changes may cause the order or portion affected to be rescheduled.

## Pricing Policies

### Credit

Terms of sale may be changed or cancelled by Ardent based on the credit rating and credit information provided by and for specific customers. Advance payment may be requested by Ardent.

### Applicable Prices

List prices and discounts are subject to change without notice or approval (Established customers have 60 days).

### Taxes

Ardent list prices do not include any sales, use or similar taxes. The customer is responsible to remit directly to Ardent all taxes when invoiced. A tax exemption certificate (if applicable) must be on file with Ardent prior to the product shipment; otherwise, sales tax will be due and payable. Services List prices apply to products only. If, as a result of customer request, Ardent's dealer provides planning/design services, storage, special handling, set-up, or installation, the customer will be charged at the local Ardent dealer's standard rates. Contact the local Ardent dealer for more details.

### Shipping and Delivery

All deliveries will be F.O.B. the Ardent distribution facility selected as the shipping point by Ardent. Extra expense resulting from customer request for special carrier, shipping method, and/or routing is the customer's responsibility. The customer assumes risk of loss upon Ardent's delivery of the product to the carrier at the shipment point.

### Installation

Certified installers can be contracted through an Ardent dealer on a separately negotiated basis.

### Service

Service requests for design, installation, relocation, storage, etc. are handled by the local Ardent dealer. Contact the local Ardent dealer or division sales office for more details.

### Returns

All returns must be submitted to Ardent in writing. No merchandise may be returned to Ardent without our written consent. If Ardent agrees to accept returned merchandise we will provide you with written shipping instructions. Upon receipt you may be charged a 20% restocking fee on good merchandise, and additional charges may be assessed for shipping, handling, and the cost of restoring damaged merchandise. No charge will be assessed on returns that result from a manufacturing error.



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