



GENERAL SALES TERMS AND CONDITIONS

NEW ACCOUNTS

- You must fill out the Adar Reseller Application and provide all required documents to open an account on the online Portal: b2b.adaruniforms.com.
- Approved accounts must follow the Minimum Opening Order policy to complete account enrollment.
- The initial opening order is due in full when placing the order.

CREDIT TERMS

- New accounts and customer orders are subject to be reviewed by Adar Credit Department and to be updated based on customer's performance.
- Standard terms are Net 30 on approved purchase orders and paid in USD.
- Finance charges may incur on all invoices paid past the due date at the maximum rate allowed.
- Merchandise shipped FOB shipping point.
- Prices and discount programs are subject to change without notice.

PAYMENTS

Adar accepts the following payment methods.

- E-checks, all major credit cards, bank wire transfers (subject to a transfer fee).
- For international accounts, we accept only bank wire transfers (subject to bank transfer fee).

MINIMUM ADVERTISED PRICE (MAP)

All accounts must adhere to Adar Published Minimum Advertised Price (MAP). Full policy details are available on the 'Customer Portal.' We reserve the right to suspend accounts that do not comply with our MAP policy.

DROP-SHIP ORDERS

Adar offers drop-ship or blind drop-ship orders to your desired location (USA only). Drop-ship orders are subject to a \$3.00 handling fee.

We reserve the right to reject claims -due to shipping discrepancies- on drop-ship orders.

ORDER SHIPPING/PICKUP

Customers can select from our available shipping services for orders delivered within the USA and Canada.

For orders delivered outside the USA and Canada, the customer should arrange the pickup and shipping.



For pickups and international deliveries, the customer must arrange to pick up their order as soon as they receive the 'Order Ready For Pickup Notification' email.

Orders not picked up after seven days of 'Order Ready For Pickup Notification' are subject to a daily storage fee of \$3.50 per carton until picked up.

Adar will cancel orders not picked up after 30 days of 'Order Ready For Pickup Notification,' and a restocking fee of 20% will apply on top of the storage fee.

ORDER MINIMUM

We reserve the right to reject orders with less than 36 units.

ORDER CANCELLATION

We strive to process approved orders as quickly as possible. A submitted order may be picked, packed, and even shipped very soon after placing the order. In the event of an order cancellation, please notify us immediately. In addition, we reserve the right to apply a cancellation fee based on the order fulfillment stage, up to 20% of the total order.

RESELL AUTHORIZATION POLICY

- Adar brand products may only be sold at the location approved by Adar in your Reseller Application.
- Changing location, adding a new location, new ownership, etc. requires written approval from Adar.
- Adar brand products are prohibited from being sold or listed on any digital platform, including but not limited to third-party marketplaces, social media platforms, and company websites.
- Failure to comply with the above policies may result in account suspension.

RETURN POLICIES AND PROCEDURES

○ Acceptable Returns

- Customers may return items to Adar within 30 days of shipping, provided it is in perfect re-sellable condition.
- Adar will apply a 20% restocking fee.
- If garments require repacking, relabeling, etc. a \$0.50 fee per unit will be applied on top of the 20% restocking fee.

○ Not Acceptable Returns

- Clearance, discontinued or retiring/end-of-season items are not eligible for returns.
- We reserve the right to deny credit for items damaged due to misuse, abuse, alteration or wear.



- Return Authorization Process

- Contact us via the customer portal to request a Return Merchandise Authorization (RMA) number. Please provide the invoice number(s) for the items you want to return.
- You will receive your RMA via email.
- Print "RMA" and write your RMA number on the outside of the package.
- Adar must receive returns within 30 days of approved authorization.
- Any items returned without an authorized RMA will not be credited.

- Defective Merchandise

- Adar will waive return shipping costs and restocking fees if items arrive defective or damaged. We must be notified within ten days of the date of receipt.

- Shipping Discrepancies

- Customers must report shipping discrepancies (such as wrong style, color, size or missing items, etc.) within ten days of the date of receipt.

- Terms and Conditions

- Terms & Conditions are subject to change without notice.