

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 forty eight (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 & 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. ERG Customer Service will initiate and process any freight claims reported by our customers or their affiliates; i.e. warehouses or end-user.**

ERG Customer Service: 1-800-446-1186

GUARANTEED VALUE FREIGHT PROGRAM

ERG International offers a GUARANTEED VALUE FREIGHT PROGRAM which is a guarantee of freight charges. Freight charges are calculated before your order is placed so the customer knows exactly what freight costs will be on the order. The freight charges will be prepaid and added to your invoice based on a percentage of your net purchase order. Please see the map to find your ship to destination and multiply the percentage by your entire NET purchase order. Example: If you have a net purchase order for \$3000 that is shipping to Dallas TX, freight charges would be \$210 ($\$3,000 \times 7\%$)

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

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.

Please note the freight map on the following page for pricing information.

Please see the map to find your ship to Desintation Zone and multiply the percentage by your entire NET purchase order as follows:

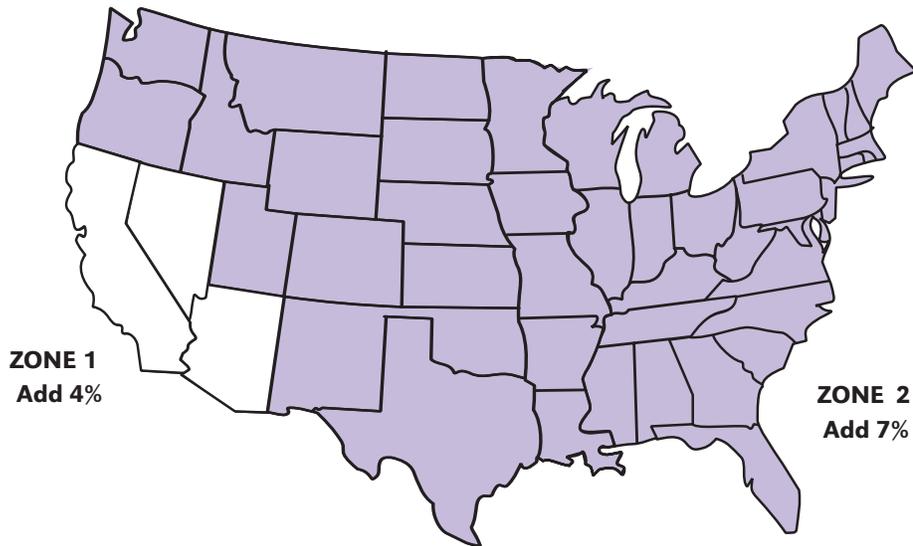
Zone 1 - 4%

Zone 2 - 7%

Minimum freight charges are applied to zones as follows:

Zone 1 - \$80

Zone 2 - \$130



GUARANTEED VALUE ZONE PRICING
Please add percentage for freight as shown above.

ZONE 1	ZONE 2						
Arizona	Arkansas	Missouri	Oregon	Alabama	Maine	New Jersey	South Carolina
California	Colorado	Montana	South Dakota	Connecticut	Maryland	New York	Tennessee
Nevada	Idaho	Nebraska	Texas	Delaware	Massachusetts	N. Carolina	Vermont
	Iowa	New Mexico	Utah	Florida	Michigan	Ohio	Virginia
	Kansas	North Dakota	Washington	Georgia	Mississippi	Pennsylvania	West Virginia
	Louisiana	Oklahoma	Wyoming	Indiana	Illinois	Rhode Island	Wisconsin
	Minnesota			Kentucky	New Hampshire		