

## **TERMS & CONDITIONS**

### **Privacy Policy**

You can access our web site home page and browse our site without disclosing your personal data. However, when making a purchase through Royal Supply, you will need to register and provide information that personally identifies you ("Personal Information"). Royal Supply intends to give you as much control as possible over your Personal Information. If you choose to provide Royal Supply with your Personal Information, it is our intent to let you know how we will use your Personal Information. Royal Supply uses your Personal Information to help you quickly find goods, services or information on the site. We track the domains from which this site is visited and use that data to analyze for trends and statistics. If you choose not to give us your Personal Information, you can still use most of this site. You merely will not be able to access areas that require registration or purchase merchandise from RoyalSupply.

### **Minor's Privacy**

Royal Supply co. does not knowingly collect personal data from minors. Nor does Royal Supply take specific steps to protect the privacy of minors who disclose their personal data to us.

### **Personal Information Collected**

www.royalsupply.com collects information in several ways. Some personal information is gathered when you register. During registration, www.royalsupply.com asks you for a user name, password, your name, telephone number, fax number, e-mail address, company name, and addresses. This information is a mandatory requirement during registration. Once you register you are no longer anonymous to www.royalsupply.com and are able to take full advantage of the site.

In addition, we keep copies of all information you submit when you send e-mails. If you contact www.royalsupply.com in writing, we may keep a record of that correspondence. www.royalsupply.com also occasionally asks users to complete surveys that we use for research purposes. www.royalsupply.com may also contact you with special promotions and news letters to your e-mail address. You may opt out at any time from receiving e-mails on promotions and newsletters by sending an e-mail to [esales@royalsupply.com](mailto:esales@royalsupply.com).

### **Session Cookies**

Royal Supply uses sessions cookies during each browser session visited to www.royalsupply.com. Session cookies are cookies which are loaded into a computer's RAM, and only work during that browser session. When the browser exits, these cookies are erased. They are "temporary cookies", and no cookie is written to a user's hard drive.

www.royalsupply.com uses a session cookie to enable e-commerce functionality. When you enter www.royalsupply.com a cookie is sent to your browser. The cookie is stored by your browser, but is not written to your hard disk. This cookie contains a number generated by the www.royalsupply.com web server. It is used to uniquely identify your browser for the duration of your visit to www.royalsupply.com.

### **Use of User Information**

www.royalsupply.com's primary goal in collecting personal information is to provide you with customized and relevant information when you visit the site. www.royalsupply.com also does research on our users' demographics, interests, and behavior based on the information provided to us through registration, during a promotion, from our server log files or from surveys. We do this to better understand and serve our customers. This research is compiled and analyzed on an aggregated basis. We also use your information for the purposes of order fulfillment and occasional direct marketing activities.

When you are on the www.royalsupply.com site and are asked for personal information, you are providing that information to Royal Supply. Please be aware that www.royalsupply.com has links to other sites which

other sites which may collect personally identifiable information about you. The information practices of those web sites linked to [www.royalsupply.com](http://www.royalsupply.com) are not covered by this privacy statement.

### **Third Party Links**

Any link that is offered connecting to a third party Web site, is as an accommodation to the respective third party site owner and without charge. Sites linked to and from this site are not under the control of Royal Supply and Royal Supply shall have no responsibilities or liabilities whatsoever for the content or privacy practices of any such linked site or any link or linking program at any time. Royal Supply does not necessarily endorse companies (or related products or services) to or from which this site is linked. If you decide to access any of the third party sites linked to this site, you do so entirely at your own risk. Royal Supply hereby disclaims any rights to trademarks, service marks, tradenames, logos, copyrights, patents, domain names or other intellectual property interests of third parties.

### **Shared User Information**

Any information collected about you via [www.royalsupply.com](http://www.royalsupply.com) will only ever be used within Royal Supply and its suppliers. Royal Supply never sells, rents, or gives away information that personally identifies customers to third parties except in the case where one or more of our businesses may be outsourced and the provision of such information is an essential part of the service requirement. Under such circumstances, the security and confidentiality of personal information would form a part of the legal agreement between us and the supplier. From time to time, we may release aggregated marketing statistics to business partners, or may use these in press releases, advertising, or published reports. We would only personally identify you or any other customer in such press releases, advertising, or reports, with prior consent.

Royal Supply may also disclose user information in special cases when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) Royal Supply rights or property, other [www.royalsupply.com](http://www.royalsupply.com) users, or anyone else that could be harmed by such activities. In addition, Royal Supply may disclose user information when we believe in good faith that the law requires it.

### **Updating User Information**

You may edit your Profile information at any time by clicking on the Modify Personal Information link in Customer Account Home. We allow you to change the data that we hold about you, where appropriate, you may have the data rectified, amended, or completed.

### **Security of account, financial, or credit card information**

Whenever sensitive information is sent to or from [www.royalsupply.com](http://www.royalsupply.com), we receive that information from your browser, or present it to you, via an authorize.net certified secure-server using industry-standard SSL (secure socket layer) encryption.

### **Security protection against the loss, misuse, or alteration of user information**

Your [www.royalsupply.com](http://www.royalsupply.com) Account Information and [www.royalsupply.com](http://www.royalsupply.com) Registry Profile are password-protected so that you and only you have access to this personal information. Royal Supply has implemented security policies, rules and technical measures to protect the personal data that we have under our control from unauthorized access, improper use or disclosure, unauthorized modification, unlawful destruction or accidental loss. All our employees and data processors, who have access to, and are associated with the processing of personal data, are obliged to respect the confidentiality of our visitors' personal data. We ensure that your personal data will not be disclosed to State institutions and authorities except if required by law, regulation or by a court of competent jurisdiction or a duly authorized administrative or legislative authority.

We recommend that users do not divulge their password to anyone. You are responsible for maintaining the confidentiality of your password. [www.royalsupply.com](http://www.royalsupply.com) will never ask you for your password in an unsolicited phone call or in an unsolicited e-mail. Royal Supply will not "transfer" accounts among customers. Also remember to close your browser window when you have finished your work. This is to ensure that others

cannot access your personal or business information if you share a computer with someone else or are using a computer in a publicplace.

### **Site Technologies**

Royal Supply does not provide the technologies used to build its site, and therefore neither recommends nor endorses the same. Any information regarding identified technologies, their capabilities, limitations, applications, etc., should be sought directly from their manufacturers. Royal Supply hereby disclaims any rights to trademarks, service marks, tradenames, logos, copyrights, patents, domain names or other intellectual property interests of third parties.

### **Royal Supply reserves the right to cancel or reject an order at any time.**

If you have any questions or comments about our privacy practices, please send email to:  
esales@royalsupply.com

### **Shipping Charges**

Products are shipped F.O.B. shipping point prepaid and add with freight costs and handling fees paid by Royal Supply and charged to the customer. C.O.D. shipments are not permitted. Other charges, terms and conditions may apply for export orders, hazardous materials, special handling or shipments outside the contiguous United States. Any extra charges incurred for additional services, such as customer's carrier or special handling by the carrier, or duties and taxes by Customs, must be paid by the customer. There are no refunds of any kind on orders where the customer/receiver refuses, declines, or does not pay the fees associated with Customs Agencies or Shipping Agencies before or at the time of delivery. Title and risk of loss pass to the customer upon tender of shipment to the carrier. Royal Supply is not responsible for any items damaged while in transit. If product is damaged in transit, customer must file claim with the carrier.

Most in stock items are shipped within 24-48 hours on orders received before 4:00 PM ET. Delivery times for custom, special or non-stock orders are provided upon request. Order requests for same day shipments and/or emergency shipments, and direct shipments, Royal Supply will do it's best to accommodate these requests, but does not guarantee orders will be shipped on the same day as the order isplaced.

### **Shipping Methods**

- UPS Ground - 5 to 7 business days + 24-48 hours to process the order on all stockeditems.
- UPS 3Day - 3 business days + 24-48 hours to process the order on all stockeditems.
- UPS 2Day - 2 business days + 24-48 hours to process the order on all stockeditems.
- UPS Red Next Day Air - Delivery within 1 business day + 24-48 hours to process the order on stockitems.
- Any orders exceeding 150lbs. will be shipped via a common freight carrier and shipping costs will be e-mailed requiring further approval before an order can be processed andshipped.
- All orders require 24-48 hours processing time before shipping on all stockeditems.
- Most in stock items are shipped within 24-48 hours on orders received before 4:00 PM ET. Delivery times for custom, special or non-stock orders are provided uponrequest.
- www.royalsupply.com does not process orders duringweekends.
- No deliveries will be made on Saturday orSunday.
- www.royalsupply.com does not guarantee same dayshipping.
- International/Canadian shipping charges will be e-mailed, requiring further approval before an order can be processed and shipped.
- All orders shipped within OH will be charged salestax.
- Exact delivery times to HI, AK and PR cannot be guaranteed.
- Most in stock items are shipped within 24-48 hours on orders received before 4:00 PM ET. Delivery times for custom, special or non-stock orders are provided uponrequest.
- Special Note for International Shipments: We currently ship all Internationally orders via UPS or FedEx International. Please note the prices given by UPS and FedEx may include Brokerage Fees but do not include possible fees for Duties and Taxes applied by Customs. For more information on Duties and Taxes, please

contact your local Customs agency. There are no refunds of any kind on orders where the customer/receiver refuses, declines, or does not pay the fees associated with Customs Agencies or Shipping Agencies before or at the time of delivery.

Royal Supply reserves the right to cancel an order or reject an order at any time.

### **Return Policy**

All return requests must be made within 30 days of the order being shipped. All Returns must be approved and authorized with a Royal Supply approved RMA (Return Material Authorization) number, and shipped into Royal Supply at the customer's expense. Royal Supply does not refund shipping & handling charges for any reason. Returned products must be shipped prepaid, in re-saleable condition and are subject to inspection for damage or misuse prior to issuance of a credit or refund. All merchandise received without an RMA will be returned to the sender or will be assessed a 50% restocking fee if a credit is authorized by Royal Supply. No custom designed, modified products, MTO ( Made-To-Order ), or special order items will be accepted. A restocking fee may be applied on returned or canceled items. Royal Supply reserves the right to cancel an order or reject an order at anytime.

The customer assumes all responsibility for items they purchase. Royal Supply assumes the customer has read and understands the item descriptions, product information, prices, misc. charges, terms, and conditions on items ordered from [www.royalsupply.com](http://www.royalsupply.com).

[www.royalsupply.com](http://www.royalsupply.com) strives for accuracy in all item descriptions, photographs, compatibility references, detailed specifications, pricing, links and any other product-related information contained herein or referenced on our website. Due to human error and other determinates we cannot guarantee that all item descriptions, photographs, compatibility references, detailed specifications, pricing, links and any other product-related information listed is entirely accurate, complete or current; nor can we assume responsibility for these errors. In the event a product listed on our website is labeled with an incorrect price due to some typographical, informational, technical or other error, [www.royalsupply.com](http://www.royalsupply.com) shall at its sole discretion have the right to refuse and/or cancel any order for said product and immediately amend, correct and/or remove the inaccurate information. Additionally, all hyperlinks to other websites from [www.royalsupply.com](http://www.royalsupply.com) are provided as resources to customers looking for additional information and/or professional opinion. [www.royalsupply.com](http://www.royalsupply.com) does not assume responsibility for the claims and/or representations made on these or any other websites.

### **Product Revisions**

Royal Supply is not responsible for changes or variations in manufacturer product specifications and/or physical appearance. In the interest of our customers, Royal Supply puts forth its best efforts to ensure that all product information is up-to-date and factual. Unfortunately, there are varying determinates which, although infrequent, could cause the information on our website to become outdated without our immediate knowledge. This includes but is not limited to new versions or revisions, color deviations, retail package alterations and other variations that may be considered inconsequential by the manufacturer. Royal Supply relies on the manufacturer to communicate these differences. Presently we have no way of alerting customers prior to purchase in the event the manufacturer fails to do so. Consequently, Royal Supply will not be held responsible for product revision changes.

### **WARRANTIES**

ROYAL SUPPLY IS A DISTRIBUTOR ONLY. PRODUCTS SOLD BY ROYAL SUPPLY ARE NOT MANUFACTURED BY ROYAL SUPPLY. THE PRODUCTS MAY, HOWEVER, BE COVERED BY EACH MANUFACTURER'S WARRANTY, SERVICE, AND SUPPORT POLICY (IF PRESENT). ROYAL SUPPLY PASSES THROUGH TO THE CUSTOMER ANY WARRANTY OF THE MANUFACTURER, AND CUSTOMER ACKNOWLEDGES THAT IT SHALL HAVE RECOURSE ONLY UNDER SUCH WARRANTIES AND ONLY AS AGAINST THE MANUFACTURER OF THE PRODUCTS. ROYAL SUPPLY MAKES NO REPRESENTATION OR EXPRESS WARRANTY WITH RESPECT TO THE PRODUCT. ROYAL SUPPLY

DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AS TO ANY SUCH PRODUCT, INCLUDING AND WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTIES ARISING FROM A PARTICULAR STATUTE, TRADE USAGE, COURSE OF DEALING, OR COURSE OF PERFORMANCE.