

1. Presentation of the HandicappedPets Brand. We require our HandicappedPets dealers to present our brand and products in a professional manner. HandicappedPets products should be merchandised and presented in a clean, organized, professional environment.

Print: We require that all HandicappedPets products be properly identified with the name of the specific product (i.e., “Walkin Wheels® Dog Wheelchair”) followed by the Registered Trademark symbol. We further require that our partners avoid presenting HandicappedPets products in any way that implies that they are manufactured by any company other than HandicappedPets (i.e., by listing them by the store name or no brand name at all). Please refer to our media site for other print requirements.

Web: HandicappedPets products should be presented electronically in a clean, organized, professional format. We request that you use the most current product images, lifestyle images, and logos, available on our media site. Please refer to our site for images, logos and other website requirements.

Copyrighted Material: All of the information, photos, and graphics on our website are copyrighted. You have limited time, revocable permission to use these materials under the following conditions:

You currently stock or sell the product.

The product is presented in an accurate and favorable way.

Derogatory information about the product does not appear on the site.

We reserve the right to revoke your permission to use this copyrighted material at any time for any reason. You agree to remove all copyrighted material within 10 days of our request to do so.

2. Re-selling. HandicappedPets does not authorize third party retailing (the practice of an original dealer selling our merchandise to another retailer or selling HandicappedPets products on a separate retailer’s website.) Those who engage in third party retailing will lose their dealer status immediately and will no longer be allowed to carry HandicappedPets products.

3. Pricing. All HandicappedPets pricing is subject to change without notice. Please contact the HandicappedPets Customer Service Team with any questions.

4. Terms. HandicappedPets requires prepayment for a minimum period of **one year** for dealers who have been in business less than a year. After that, terms are net 30 on approved credit, effective from date of invoice. All invoices must be paid in full and on time to maintain active account status. Accounts over **30** days past due will be placed on credit hold until the account is made current. Accounts over **90** days past due will revert to “prepaid-only” status for a minimum period of one year. Past-due accounts will be subject to a 1.5% monthly finance charge. There is a \$50 fee for all returned checks.

5. Shipping. (a) Orders ship within ONE to five business days after receipt. **(b)** Standard shipping is with the carrier of our choice, with freight charges prepaid and added to the invoice. **(c)** Any

customs or other charges incurred for international shipments are you're the responsibility of the dealer. Refused shipments will incur a 20% restocking fee applied against the order total, plus freight charges to and from dealer's location.

6. Shipping Discrepancies and Shortages. Shipping discrepancies, shortages, or invoicing errors must be reported to HandicappedPets Customer Service within **three** business days of shipment receipt.

7. Backorders. Backorders under \$50 and/or 30 days old will be automatically cancelled. Standard shipping charges apply to all other backorders. Backorders for Alaska, Hawaii, and international customers will be cancelled.

8. HandicappedPets Guarantee. HandicappedPets guarantees all our gear against defects in materials and craftsmanship. Please note that this guarantee does not cover damage caused by chewing, neglect, misuse, or normal wear. HandicappedPets reserves the right to replace the item at our discretion.

9. Returns. All products returned to HandicappedPets must be clean and in re-sellable' new condition. Items that are not clean will be returned without consideration for credit. To submit a return, you must obtain a Return Authorization Number (RA#) from the HandicappedPets Customer Service Team within **30** days of invoice date. To receive proper credit, this RA# must be included with your returned merchandise. Returned merchandise must be received within **30** days of the issued Return Authorization. Returns will not be accepted on discontinued items. Items that are not in resalable condition (e.g., damaged packaging, non-HandicappedPets pricing stickers) will be assessed a 20% restocking fee.

10. No license, exclusive rights, or pricing guarantees are expressed or implied by this agreement.

11. Customized User Manual or marketing materials. If you would like a customized copy of the user's manual, we would be glad to provide them. Please submit the changes you would like us to make and we will reprint them for you. For pricing, please see our printer's website: PrintingForLess.com.

Our user's manual, as well as all of the material on our websites is copyrighted in the US and globally. We reserve all rights to the text, photos, and concepts therein. We do, though, allow 'Reprint with Permission' and, with written permission you may reprint and make changes to our manual under the following conditions:

1. **Rights to Approve and Reject.** All edits require the final approval of Wheels For Pets, LLC. We reserve the right to edit, reject, modify, or refuse any changes you would like to make to the manual.
2. **We maintain copyrights.** All rights to the manual, any changes you make, and any photos you add belong exclusively to Wheels for Pets, LLC. You agree to make no claims to authorship or ownership.

3. License at will. We reserve the right to terminate your license to use the manual at any time without cause or explanation.

Guidelines for your editing are subject to change at any time, without notice, but typically are designed to keep users well-informed and to maintain our brand, copyrights, and trademarks.

- a. All occurrences of the words “Walkin’ Wheels” are to be followed by the “Registered Trademark” symbol. ®
- b. The product is to be referred to by the trademarked name. For example, you are not permitted to change the name or use a generic term to refer to the product, and by doing so, cause any confusion in the customer’s mind as to the brand and manufacture of the product.
- c. Although you are permitted to say “Available From: and your website and address” you are not permitted to mask or hide in any way the manufacturer’s website “WalkinWheels.com”

13. Other Terms. The terms specified herein are the only terms under which HandicappedPets will sell our merchandise. We do not agree to terms and conditions stipulated on a buyer’s purchase order or similar documents unless an agreement is reached in writing and signed by an authorized representative of HandicappedPets.

I agree to the terms and conditions above. *HandicappedPets reserves the right to discontinue this agreement with a 30-day notice to you.*

Signature:

Company Name:

Print Name: Date: