

DEALER ORDERING INFORMATION

TO OUR VALUED DEALERS:

Please review the information below to assist us in serving your archery business needs. We want to help you in making your archery business as profitable as possible! For questions or for more information please call 1-800-829-7408.

PLACING ORDERS: Call our Archery TechXPerts™ at 1-800-829-7408 for orders and advice during the business hours listed on page 1. You can also use our www.LancasterArchery.com Web Site and order form, e-mail, fax or mail your order in anytime 24 hours a day/seven days a week. To access wholesale pricing, log into our dealer section of our website using: las (username) and profitpro (password). Please include your zip code, name, shipping/billing addresses, telephone number, and then your order using our new item numbers and a complete description with all the sizes, colors and specifications necessary to ship you exactly what you want. If you are not sure, please ask; we will gladly answer your questions on any archery business related subject. We normally ship orders within 24 hours, orders including arrows within 48 hours; Average shipping time is 1-8 days depending on distance and shipping method. In the rare event of an out of stock item, indicate your preference to: a) place the item on backorder, b) hold the order until complete, c) cancel backordered item(s); If not specified, we will backorder the item, and then contact you when it's in for further instructions. Shipping charges will be added to backorder shipments that were not originally part of a \$250 qualified free freight shipment.

ARCHERY DEALER REQUIREMENTS:

We will sell to you as a qualified archery dealer if you:

- Complete our dealer application and it is approved after checking references, etc.
- Have business bank accounts and a business telephone listing in your local telephone book.
- Have all valid business and sales tax licenses on file with us.
- Maintain regular store hours. Please list these on your application.
- Maintain a qualified archery knowledgeable sales staff to perform technical servicing
- Maintain a responsible payment history and \$1,500 yearly volume.
- Have a bonafide sporting goods or archery stocking pro shop for retail sales. A representative inventory of bows and archery equipment for resale to consumers must be maintained. Lancaster Archery Supply reserves the right to refuse to sell to concerns detrimental to our dealer network.

TERMS OF SALE: We must have a completed dealer application on file to accept an initial opening order in most cases. We need a sales tax number and a photocopy of your business license and listing in the local telephone directory. An approved application on file will qualify you for COD/CHECK shipments, or you may pay using a Visa, MasterCard, or Discover credit card. NSF checks will be charged a \$25.00 NSF check fee and pending orders will be held until the account is cleared. Favorable credit references plus the personal guarantee on the dealer application may qualify you for Net 30 day terms if requested. Allow 3 weeks for references & credit approval. Any invoice that is 30 days past due is subject to a 1 1/2% per month interest charge and the account status may be changed to COD payment only. A yearly volume of at least \$1,500 is needed to maintain dealer status. We do not have a minimum order amount, although the minimum shipping charge of \$6.95 will apply.

VOLUME PRICING: Volume pricing is offered based on either individual items ordered or by yearly volume for your dealer account. Archery Dealer Accounts with annual order volume over \$5,000 qualify for Volume Dealer Status, those over \$10,000 qualify for Key Account Status. Volume Dealer or Key Account Dealers will receive the quantity price on all items regardless of individual order amounts. Account Status is subject to review. All Prices (including shipping rates) are quoted in US Dollars and are subject to change without notice because of international currency fluctuation, increases from manufacturers (especially between November and May), inflation, typographical errors, and factors beyond our control. We make our best effort to inform you of these changes. For exceptionally large orders, please contact us for a special price quotation. Any and all pricing errors are subject to our correction.

****FREE FREIGHT**:** All orders that total \$250.00+ will receive free UPS ground freight on all eligible items within the continental U.S.A. (includes backorders) Items not eligible for free freight are products that are oversized from the manufacturer which include tree stands, targets, decoys, bow presses, string jigs, bow cases, food plot seeds, ladders, etc. (Free freight does not include insurance charges, COD charges, and special orders). This allows you to increase your profitability by saving on shipping charges.

SHIPPING POLICY AND RATES: As a valued LAS dealer, your order is our top priority! We will process and ship your order within 24 hours in most cases; one exception is when a backordered item is expected within a day. We ship via UPS, USPS, FED-EX or common carrier truck in the U.S.A. Export shipments are made via EMS Global Express Mail, USPS Global Priority Mail, UPS Expedited or Express, FED-EX Priority or Economy or another international carrier of your choice. All shipments are F.O.B. Lancaster, PA. Minimum Shipping Rates for up to a one pound package are \$6.95, UPS COD charge is \$10.50. Standard Size Ground Shipping Rates for the lower 48 states are as follows: \$6.95 for Orders up to \$100, \$9.95 for Orders from \$101-\$249 and Free Freight for Orders over \$250. Orders containing oversize or heavy items will be charged based on our actual cost difference for the oversize items. (bow presses and cases, targets, food plot products, tree stands, blinds, string jigs, etc.) For domestic Next Day Air, 2nd Day Air, 3 Day Air and shipments to AK/HI or International Orders, please call or e-mail for a shipping quote based on your order. Shipping Rates added to your invoice are based on our average cost for UPS, USPS or Fed-Ex and shipping insurance plus a nominal amount for order packing/processing. If you require a bottom line total to prepay your order containing oversize or air shipments, please contact us for the amount. Applicable Federal Excise Taxes on Archery Equipment of 11% or \$.42/Arrow Shaft are included in all prices.

RETURNS: Your satisfaction with every purchase is very important to us. If there has been an error on our part in fulfilling your order, please call or e-mail us immediately and we will do everything possible to correct the situation for you. If you are not satisfied with an item you purchased from us, all merchandise (unless otherwise indicated) may be returned for exchange or refund (excluding shipping charges) within 15 days from date of shipment. Please fill out the Reply Card & Return/Exchange Form included

with your shipment or call us for a return authorization number at 1-800-829-7408. The returned item must be in the sealed/saleable original manufacturer's packaging (including Styrofoam/packing material, plastic bags, accessories, all parts, screws, tools etc.) with manufacturer's documentations (manuals, warranty cards, registration information etc) in unused and new condition. Please attach the pre-addressed shipping label from the Return/Exchange Form or mark the outside of the carton with the RA# from your customer service call.

Special or personalized orders, close-outs, specials, software, books, CD's, DVD's, cut arrows/shafts, etc. may not be returned under any circumstance other than to exchange due to defective product.

Acceptance of a UPS/USPS package does not constitute approval of a returned item. Approval of returned merchandise is at the sole discretion of LAS as to the item's condition and ability to be returned. Returns received after 30 days will carry a 20% restocking fee. Returns not in original packaging, showing any signs of use or wear may be refused entirely or depending upon the severity of wear or use carry a 20% restocking fee. We reserve the right to refuse the return of any product that is used, damaged or un-sellable for any reason.

Return shipping will only be refunded in the event of an LAS error. COD's sent to LAS will be refunded and returned to sender.

WARRANTY OF DEFECTIVE ITEMS: Defective merchandise is warranted under the manufacturer's warranty. Please contact the manufacturer directly or call us for assistance in the event of a defective product. All returns must have prior authorization and an RA# on the outside of the box to be accepted. Please include a brief description of the defect along with your name, address and a copy of the original sales slip with any return. We will process the warranty under the guidelines of the manufacturer as quickly as possible. All merchandise is warranted by the manufacturer; not Lancaster Archery Supply. Most manufacturers require return of a defective item for evaluation for repair or replacement according to their policies and will not authorize us to immediately replace defective item. We will offer every assistance possible, however we cannot offer a refund for defective merchandise unless authorized from the manufacturer.

MISSING OR DAMAGED ITEMS: For UPS, Fed-Ex & most USPS shipments, we provide tracking information for you to insure dependable service. USPS claims for lost packages require 30 days to allow the package to arrive. We recommend critical orders be sent UPS or Fed-Ex when possible. If your order is missing anything or is damaged, please carefully check the contents carefully and inspect the shipping carton. If the carton is undamaged, please contact us immediately, but in no case beyond 7 days from receipt. If you receive a damaged, crushed or torn-open package and the merchandise inside is damaged or missing in any way please keep all the packaging material and contact your local UPS, USPS or FED-EX service center for assistance in filing a claim. If your local carrier is unable to assist you then please call us at 1-800-829-7408. Please Do Not return the package to us until you have contacted UPS, USPS or FED-EX and received instructions on how to proceed. You may lose your right to file a claim. For further information on filing a claim, please visit UPS at www.ups.com, USPS at usps.com or FED-EX at fedex.com.

INTERNATIONAL ORDERS: All international wholesale orders will be proforma invoice, prepaid by international money order or bank check drawn on a U.S. bank in U.S. dollars, wire fund transfer, or bank credit card. Wire fund transfers will have a \$20 bank fee added to your invoice total. E-mail, fax or call for payment and shipping arrangements. We can ship via EMS Global Express Mail, USPS Global Priority Mail, UPS Expedited or Express, FED-EX Priority or Economy or another international carrier of your choice. If carrier is not specified, we will choose the best shipping method based on costs, service and value to you.

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PRICING RATES AND SPECIFICATIONS: All Published Prices (including shipping rates) are subject to change without notice. We are not responsible for typographical or photographic errors. All Pricing listed is in US currency. Any and all errors are subject to our correction.

DISCLAIMER: By placing an order with Lancaster Archery Supply, Inc., the purchaser or prospective purchaser assumes responsibility for compliance with any and all applicable federal, state and local laws. The purchaser evidences the acceptance of his or her responsibility by placing an order with Lancaster Archery Supply, Inc. The purchaser further assets that he or she is of appropriate age to purchase, possess and use any and all merchandise purchased from Lancaster Archery Supply, Inc.