

# Consumers Registered Dealer Membership (CRD) Terms & Conditions

Consumers Registered Dealers is a division of Consumers Warehouse Center Inc., the nation's largest independent distributor of residential home improvement projects to the trade. Our goal is to offer home improvement professionals a complete and total business concept, not just a line of products to sell. Our innovative and revenue enhancing programs will combine the talents of your company with the expertise and resources of the Consumers Corporation to increase sales potential and maximize your profits.

## CRD Membership

CRD Membership and its privileges are available only to qualified applicants subject to Corporate acceptance. The acceptance and continuation of your membership is at the sole and absolute discretion of Consumers Warehouse Ctr., Inc and may be discontinued without notice.

## Confidential Dealer Pricing

The CRD program and its preferred dealer pricing is confidential and should never be discussed and/or disclosed between you and your client or the general public. All profit illustrations to CRD members are based on the "Consumers Showroom Price" shown on each product or project quoted. The CRD program is strictly for the personal benefit of the CRD member. Under no circumstances may you disclose your account information or password to your client. Any account found in violation of these terms is subject to discontinuance of CRD membership & privileges.

## No Third Party Payments

Consumers offers CRD members various options for payment, such as Visa, MasterCard, Discover, AMEX, Consumers Private Label card, check and cash. However, sales orders written in the name of a CRD account must have a form of payment from the CRD account holder or CRD company only. No payments from a third party and/or CRD client will be accepted on CRD sales orders.

## No Conversion Of Retail Contracts

Our design professionals make a living servicing you, other registered dealers and the retail public. Once a customer is sold at Retail it is not permitted to convert any pre-sold Consumers Retail contract to your or any other CRD account. Any account found in violation of these terms is subject to discontinuance of CRD membership & privileges.

## Free Client Service Program

Our Client Service Program is designed to put our sales force to work for you, allowing you to grow your business while we take care of helping your clients. Client Sales Service Cards are your way to notify the Consumers Design Consultant to work with your client. Cards can be obtained from the Consumers Design Consultant of your choice. However, cards must be given to your client and presented to our Design Consultant at the time of your client's showroom design service. If the Client Service Card is not presented by your client and the job is sold Retail, the job may not be converted to your CRD account after the sale is made and no purchase credits will be earned.

## Customer Referral Service

The Customer Referral Program makes it possible for you to earn valuable purchase credit rebates without you having to service the sale. It's your responsibility to make sure when you distribute your referral cards to explain to your client that the referral card must be brought into the showroom and presented to the salesperson at the time of initial purchase. Your referred customer will not receive a discount, and you will not earn Purchase Credits if they do not present a Referral Discount Card at the point of initial purchase.

## Purchase Credits

Our purchase credit rebate program rewards you with additional profits as your purchase & referral volume increases. One Purchase Credit is earned for each dollar spent by the CRD member or each dollar spent by clients recommended to Consumers through the Customer Referral Program. The value of each purchase credit fluctuates based on the amount of accumulated direct purchases and/or purchases made by referred retail customers in the previous 12 months. You can apply 100% of your purchase credits for up to 50% of the order amount on any new purchase within a full 12 months from the date they were issued, after which they will expire. Expired purchase credits can not be restored.

## Retail Showroom

The CRD program and the use of our award winning showrooms are intended for use by home improvement professionals to assist in the sale of a project with their potential clients. CRD membership is not permitted to dealers with a retail showroom, selling products which compete against Consumers Retail stores. Upon verification of a competing showroom, membership will be subject to discontinuance of CRD membership & privileges.

## After Sale Service

If service is required by your client, simply contact Consumers service department to report the problem and coordinate a resolution with our service team. Direct contact to Consumers by your client to initiate a service request is not permitted, nor will such requests be honored.

## Email Communication

We respect your time by controlling the frequency of our mailings. Email is the only form of communication to our CRD members about promotion events, special buying opportunities and relevant account information, such as "Purchase Credits Earned" statements. If you do not currently have an Email address, Consumers can help provide you with one. If you choose not to communicate via email, your CRD membership cannot continue.

## Confidentiality

Consumers is committed to protecting the confidentiality of our contractual agreements with CRD members. Therefore, all communications relating to active or completed sales orders must take place between Consumers and the CRD member. For the benefit of all dealers, such communication will never take place between Consumers and your clients.

## Important

The Terms & Conditions herein are in addition to and not intended to replace the standard Terms, Services and Policies found on the back of the Sales Order. Upon discontinuance for any reason, any and all benefits, Purchase Credits, and/or privileges of membership, shall be immediately forfeited.