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## **WHOLESALE CUSTOMER GUIDELINES**

Espresso Parts LLC dba/Fiorenzato-USA ("Fiorenzato-USA") Wholesale Customer Guidelines are here to clear any lines that may seem vague. If you have more specific questions please feel free to contact your appropriate salesperson.

### **1. DEFINITIONS**

- 1.1 "Wholesale Customer" means someone that sells directly to the end-user or received Wholesale Price regardless of end-user.
- 1.2 "End-user" means any party that purchases, subscribes for, or otherwise uses the services through the Wholesale Customer.
- 1.3 "Service Provider" means anyone that provides the services related to technical support, customer service, and maintenance repair to the end-user.
- 1.4 "Distributor" means a person or company (Fiorenzato-USA) that sells (via wholesale pricing) to the Wholesale Customer.
- 1.5 "MAP" means the minimum advertised price.
- 1.6 "Wholesale Price" means the price a Wholesale Customer pays to purchase stock on hand in the USA, with no minimum requirements and no quantity discounts.
- 1.7 "Wholesale Bulk Price" means the price a Wholesale Customer pays to purchase stock on hand in the USA, starting at an MOQ of \$10,000.00 per order.

**2. SUPPORT** The Wholesale Customer is responsible for providing the end-user with technical and online support, including labor warranty.

- 2.1 Wholesale Customer is responsible for installation, warranty support, and warranty labor costs.
- 2.2 Wholesale Customers can request warranty replacement parts at no cost from Fiorenzato-USA.
- 2.3 Authorized Technicians can be found here for your reference; TBA

**3. PAY RATES** All parts & labor rates are at the discretion of the Wholesale Customer.

**4. SHIPPING** Wholesale Customers are responsible for all shipping costs, including insurance. All shipment terms are FOB USA Origin Warehouse. Wholesale Customers shipping on their own freight account are responsible for lost or damaged equipment after the equipment departs our warehouse.

**5. RETURNS** All equipment purchased at Wholesale Price may be eligible for return within 20-days of purchase when pre-authorized.

- 5.1 Machines must be received in closed box 'New' condition in original packaging.
- 5.2 Wholesale Customers are responsible for all return shipping costs, including insurance.
- 5.3 All equipment must have had NO power and NO water connections.
- 5.4 Return equipment is subject to a 10% restocking fee and a straight fee to cover return freight.

Additional details outlined in the specific brand and model return policy.

**6. SERVICE PROVIDERS** Wholesale Customers are responsible for technical support for the equipment, either directly or through trained third-party service companies.

- 6.1 Authorized Technicians can be found here for your reference; TBA

**7. ADVERTISED PRICE** Wholesale Customers must abide by the minimum advertised price when advertising the equipment. However, when selling, the final price is up to the Wholesale Customer. Exceptions to MAP must be authorized by Fiorenzato-USA.com.

- 8. SELLING TERRITORY** Wholesale Customers must only sell equipment in the United States.
- 9. BRAND POLICY** Wholesale Customers must adhere to Fiorenzato-USA brand guidelines for product image and description accuracy, as established on [www.Fiorenzato-USA.com](http://www.Fiorenzato-USA.com).
- 10. COMMUNICATION CHAIN** The Wholesale Customer is responsible for being the first line of communication for the end-user. If there are further questions or concerns the end-user can contact Fiorenzato-USA, but to ensure consistency they must first speak with the Wholesale Customer.
- 11. SUSPENSION OR TERMINATION** Failure to abide by these items may result in suspension or discontinuation of Wholesale Customer privileges.
- 12. COMMERCIAL EQUIPMENT TERMS AND CONDITIONS OF SALE APPLY TO ALL Wholesale Customers.**