

GENERAL POLICY

1. ORDER ACCEPTANCE POLICY

Customer's receipt of an electronic or other form of order confirmation does not signify Trend USA's acceptance of the Customer's order, nor does it constitute confirmation of Trend USA's offer to sell. Trend USA reserves the right to accept an order once the Customer approves the order confirmation or the quote.

- a. **Customer Confirmation:** All orders require customer approval to minimize claim and miscommunication of charges. If customer has not approved the order confirmation within 24 hours a follow up call is made to the customer requesting their approval of the order. When multiple product are ordered and various lead-times apply Customer Service will advise the customer of the availability of partial shipment. Freight costs apply to both shipments.
- b. **Approved Order Confirmation:** Once the customer has approved the order the ship date is reviewed for accurate lead-time based upon customer approval date. An updated order confirmation is forwarded to the customer for their records.
- c. **Shipment Confirmation:** Tracking numbers are added to the order confirmation once the material is shipped. This information is then forwarded to the customer.
 - c.1. Orders that are Ex-Sebring may take as many as 48 hours before tracking numbers are available.
 - c.2. Orders that are Ex-Italy or Ex-India can take as many as 72 hours before tracking numbers become available.
 - c.3. If customer is placed on credit hold by the Accounting Department prior to the order shipping the customer's **material will not be released** to ship until Accounting has collected payment. Customer Service cannot override accounting holds.

2. PAYMENT TERMS

New customers are required to complete the Customer Information form. If the new customer would like to apply for Credit with Trend USA, the additional Credit Application form must be completed.

- a. Customers not applying for credit or without an approved Trend credit account, Trend USA requires the payment in advance by approved credit card, wire transfer or check. The order confirmation number must be referenced with the payment to ensure that it is properly applied to the customer account. Trend does not accept COD payments. All material must be paid in advance unless otherwise noted.
- b. Customers with an approved Trend USA credit account, are required to make a payment on or before the due date noted on the invoice. Customers who do not pay by the due date are subject to a credit hold on their account. If a credit hold is placed on the customer's account new orders cannot be placed and pending shipments will not be released. Invoices will be sent through electronic communication (including but not limited to e-mail) and or airmail (fax). A monthly statement will be sent to Customers via regular mail.

3. SHIPPING

Customer is responsible for all costs related to shipping product to the location specified by Customer. It is responsibility of the Customer to provide contact information that allows the shipper to contact Customer when shipping. Additional storage and/or shipping charges and warehouse charges may apply if Customer can not be contacted. It is required that person/s be available to receive product and/or material. Failure to have material received can result in shipment being re-directed to shipper warehouse facility. Any additional freight cost must be assumed by the customer. All material re-directed by customers will be at their cost.

Customer is responsible for inspecting freight for shortages and signs of damage upon receipt of goods. All shortage or damage claims must be filed with Trend USA within 14 days from the date of shipment. (Claims can be emailed to claims@trendgroup-usa.com or sent by fax to the customer service at (305) 593 6075.

Customers outside US are required to advise Trend of their broker/freight forwarder details and the final ship to address and contact information.

4. CLAIMS

Claims are defined as damaged or defective goods, material damaged during shipment, and/or incorrect material received. Materials that are defective, short shipped and/or damaged in shipment require a reported claim within 14 days of receipt. All other claims require notification within 14 days of receipt; this can include but is not limited to pricing, discounts, returns and any other disputes with order delivery. Damaged material claims require photographs and written notification. Claims are reviewed within 24 hours unless they require additional assessment by our Quality Control Department (QC). Placing a claim does not constitute approval; customers will be notified by Trend USA's customer service department regarding the final rendering of a claim. Replacement material orders can be placed immediately however standard pricing will be applicable. Trend USA is responsible for damaged material only when freight charges are applied to the order. Trend USA encourages their customers who received damaged materials when using their freight forwarder place claims directly with the assigned courier service and or transportation entity. Approved credit memo will be posted to customer account within 7 business days of approval. Trend USA does not issue reimbursements checks for approved claims; accepted claims will have either a posted credit or replacement material (exact replacement required) at 100% discount. Color variation is inherent to all fired glass material therefore claims

will not be accepted for product that has natural pigment variation and markings. Claims can be submitted at claims@trendgroup-usa.com or you may contact your customer service representative via email or at 866-508-7363. Unless approved by QC Manager, accepted replacement material orders will be shipped via ground transportation (rush delivery must be paid by customer along with any and all additional expedited fees).

5. GOODS RETURN AND EXCHANGE POLICY

Trend USA will review each request to return material individually. Return goods constitutes material that is non-damaged. Return goods if accepted will be charged a minimum of 30% restock fee. All requests to return material must be made within 14 days of receipt of materials and customer will be responsible for the freight cost to return the material/s to Trend USA Distribution Center. Upon receipt and final inspection of the returned material Trend USA will post credit memo to customer account excluding 30% restock fee. Trend USA does not issue reimbursement checks for approved returns. Accepted returns will be issued a Trend USA credit memo (less restock fee) and/or discount to replacement order. Custom orders including mixes, artistic renderings, shading blends, custom cut tiles and any other itemized material that is identified as custom are non-returnable and or refundable. Customer must agree to return material/s on or before deadline given by Trend USA. To return material contact your Trend USA Customer service representative via email or you may call 866-503-7363; all return notification from customer/s require tracking numbers for tracing material/s.

6. LEAD-TIME FOR MATERIAL IN INVENTORY IN U.S.

a. Standard Lead-Time (material available in inventory) SEBRING:

Item	Ships Within	Requirement
Samples	24 - 48 hours	From order release
Repacks	2 business days	From order release
Production up to 100 SQF	6 business days	From order release
Production from 101 SQF to 500 SQF	15 business days	From order release
Production from 501 SQF to 2000 SQF	23 business days	From order release

b. Standard Lead-Time (material available in inventory) Ex-LA:

Item	Ships Within	Requirement
Samples	24 - 48 hours	From order release
Repacks	2 business days	From order release
Production up to 100 SQF	7 business days	From order release
Production from 101 SQF to 500 SQF	10 business days	From order release
Production from 501 SQF to 2000 SQF	15 business days	From order release

Promotional materials available in inventory in U.S.A. have a standard lead-time of 2 days from order approval.

c. Standard Lead-Time Trend Q tiles (material available in inventory) Ex-Sebring:

Item	Ships Within	Requirement
Trend Q color available in inventory (standard tile sizes 12x12")	3 business days	From order release
Trend Q color available in inventory to be cut	3 weeks (for available quantity only)	From order release

* Inventory availability is our current best estimate.

* The total may not yet reflect pending production orders, which would reduce the available quantity.

* Lead time for material not available in US must be requested from Customer Service.

* Material not available in US will require additional freight charges.

* The lead-times noted are an estimated shipdate from order release to production. Final verification of lead-time must be confirmed by Trend USA customer service department.

7. STANDARD PACKAGING

a. Glass Mosaic · Vitreo/Brillante/Shining/Aureo lines

GLASS TILE SIZE	SHEETS PER BOX	BOX SIZE	lbs PER BOX
3/4" x 3/4"	10	13X13X2"	16
	20	13X13X4"	31
3/8" x 3/8"	40	15X15X11"	61

Listed below is square footage permitted to be shipped by courier. Materials exceeding listed quantities require LTL Freight shipping.

Glamour

GLASS TILE SIZE	SHEETS PER BOX	BOX SIZE	lbs PER BOX
1" x 1" 2" x 2"	2	13X13X2"	11
	5	13X13X4"	27
	10	15X15X11"	50

Karma

GLASS TILE SIZE	SHEETS PER BOX	BOX SIZE	LBS PER BOX
3/4" x 3/4" 3/4" x 1 1/2" 1 1/2" x 3"	5	13X13X2"	12
	10	13X13X4"	19
	20	15X15X11"	37

b. Trend Q tiles

Please note these are **guidelines**, packing for individual orders may vary due to quantity and requirements of customer.

TILE SIZE	PIECES PER BOX	PALLET SIZE	BOXES PER PALLET (up to)	SQFT (up to)
12" x 12"	12	26"x26"	16	186
	12	26"x52"	32	372
	12	52"x52"	64	744
12" x 24"	8	26"x26"	6	93
	8	26"x52"	12	186
	8	52"x52"	24	372
16" x 16"	6	26"x26"	4	41
	6	26"x52"	12	124
	6	52"x52"	36	372
24" x 24"	4	26"x26"	6	93
	4	26"x52"	12	186
	4	52"x52"	24	372

TILE SIZE			PCS PER PALLET (up to)	SQFT (up to)
16" x 47"	N/A	26"x52"	30-60	155-310
		52"x52"	60-90	310-465
24" x 47"	N/A	26"x52"	30-60	232-465
		52"x52"	60-80	465-620
24" x 59"	N/A	Special-26"x62"	30-60	291-581
24" x 118"	N/A	126"x54"	30-60	581-1162
36" x 36"	N/A	52"x52"	40-60	349-523
47" x 47"	N/A	52"x52"	30-40	465-620

* Estimated shipping weight can be calculated by multiplying the square feet of an order by the estimated average of 3.6 lbs per square foot.

* Example: Order for 387 sqft is 387 sqft x 3.6 = 1393.2 lbs as the estimated delivery weight.

Materials shipped on pallet
Trend is not responsible for damages of tiles shipped in boxes via courier service

TREND USA Ltd.

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