



CUSTOMER RESPONSIBILITY UPON RECEIPT OF PRODUCT

Damages and shortages must be reported to the carrier at the time of delivery and noted on the delivery receipt. Damages and shortages must be reported to the carrier at the time of delivery and noted on the delivery receipt. Acceptance of delivery without noting damage or shortage shall mean that the complete order was delivered in good condition and shall operate as a waiver of any claim for lost, missing or damage product. Damaged items must be held for 14 days for inspection if deemed necessary by either the Company or the freight carrier. Claims for damaged merchandise, shortages or any other product dispute must be brought to the attention of Lotus & Windoware, Inc. (the "Company") within 48 hours of the date of delivery. The Customer must contact customer service at RMA@lotusblind.com or (800) 338-8826 to receive a Return Merchandise Authorization before shipping any product back to the Company. Product returns which have been authorized by the Company, but are the result of errors in the Customer's purchase order, will be shipped at the Customer's expense and shall be subject to a restocking charge of not less than 35% of the invoice amount.

The failure to timely deliver notice of missing or damaged items shall operate as a waiver of any claim of missing or damaged product.

Upon receipt of notice of damage or missing product, the Company will arrange for any damaged product not refused at delivery to be picked up by the carrier. The Company will then issue a credit for replacement product.

Shipments via Shipping or Cargo Container

If products are shipped to Customer in a Shipping or Cargo Container (which, together with the chassis and related equipment shall be referred to as the "Container") and the Container is left with Customer, the Customer shall be solely liable for the Container and all product in the Container from the date of delivery until Customer has returned the Container to the Company or Shipper, regardless whether the Container is delivered to the Customer or to an end user. While the Container is in the care, custody or control of Customer or its end user, Customer shall indemnify Company for any damage or loss to the Container or any Company property delivered with the Container.

Dropshipped Orders

If Customer elects to dropship orders to their customer's location, Customer remains solely liable for receipt of all documentation and that the receiving requirements identified above have been adhered to. Failure to do so will relieve the Company of all liability for drop shipped items.