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REDEYEWORLDWIDE.COM

REDEYE CUSTOMER POLICIES

Important Update to Redeye Customer Policies - APRIL 11, 2022

As global conditions have dramatically evolved around the costs for materials and labor over the last two years, Redeye has been forced to respond by making necessary adjustments to our packaging policy. **Effective, Monday May 2, 2022 Redeye will be implementing a $0.35 (USD) per unit handling fee on all products purchased directly.** We remain committed to bringing our customers our industry-leading customer service and prioritized access to our quality catalog of releases.

All prospective customers must complete the New Customer Setup Form.

Each prospective account will be assigned an account representative and an accounts receivable ("A/R") representative. Once the New Customer Setup Form is completed, the account rep will contact the customer.

All new customer accounts will be set up on some form of prepayment terms. Most often this is done via a credit card. Redeye accepts Visa, Mastercard, American Express and Discover. Customers who wish to pay with a credit card will be asked to complete the Redeye Credit Card Authorization Form.

For customers who do not wish to pay with a credit card, the other prepayment options are:

- PayPal. Redeye's PayPal address is ar@redeyeusa.com.
- ACH or Wire. Contact your A/R representative to get Redeye's bank details if you wish to use this option.

With any of the above payment methods, payment must be received by Redeye prior to any product leaving the warehouse.

CREDIT TERMS

Customers may apply for credit terms after doing business with Redeye for six consecutive months. The customer must average $25,000 in projected annual sales to quality for credit terms.

To apply for credit terms, the customer must complete the Redeye Credit Application. This is available from either the account or A/R representative. Credit requests will be reviewed and approval will be determined by the Accounting Manager, who will also decide payment terms and credit limits.

Credit limits will be determined based on projected sales and growth factors. Every six months, in February and August, Redeye will conduct a review of all customers with credit terms. Based on this review, credit limits may be adjusted upward or downward, or credit terms may be revoked.

CREDIT HOLDS

It is understood that from time to time, a customer may experience problems making payments on time. While Redeye is sympathetic to these situations, it is imperative that we receive payments in a timely manner. Therefore, it may be necessary to place a customer on credit hold. A customer may be placed on hold for one of these reasons:

- **Exceeding their credit limit.** In this situation, our system will automatically lock the customer's account until a payment is received that brings the customer's balance down below their limit. PLEASE NOTE: unbilled orders are included in the credit limit calculations.
- **Bouncing a check.** If we are notified by our bank that a customer's check has been returned, that customer's account is immediately placed on hold, and a returned check fee is invoiced to their account. The amount of the original check and the returned check fee must be received via Credit Card, PayPal, ACH or Wire before the account will be reinstated.
- **Going beyond 30 days past due.** While we allow a grace period of 30 days to allow for receipt of statements and mailing time for checks, any accounts that go beyond this grace period will be immediately placed on hold until the entire past due balance is paid (including invoices in 1-30 status).

If a customer receives more than one credit hold in a twelve month period (other than due to being over their credit limit) they will lose their credit terms. That customer may not reapply for credit until six months have passed and they must meet all other credit terms criteria, including completing a new credit application.

RETURNS

All product sold by Redeye is considered "firm sale," meaning payment is due whether or not the customer sells through. Returns of product are allowed, subject to the Redeye Returns Policy**.** Returns will be processed within thirty days of receipt by Redeye (not the date shipped by the customer). **Customers awaiting credit for returns are not exempt from paying their balance due.** If a return has not been credited to your account within thirty days of receipt, please contact your accounting representative.

MARKETING

All customers that wish to take part in Redeye marketing programs may do so by contacting their sales representative.

Your account representative will send you a Redeye Ad Authorization Request Form that will contain one or more ad authorizations. This form details the requirements for submitting requests for marketing credit. Once a program or programs are complete, submit the Request

Form along with supporting documentation to your account representative. As indicated on the form, ad auth submissions are due to the account rep no later than 60 days after the conclusion of the marketing program run date.

The account rep will review the information and submit it to accounting. Assuming there are no problems, credit will be issued within ten business days of submission to the accounting department by the sales department. **Customers awaiting credit for marketing are not exempt from paying their balance due.**