

ECS Distribution, LLC agrees to provide hemp extract products to partner retailers with the understanding the partner retailer will represent the products accurately, thoroughly, and with the best intentions of the end user in mind.

Because hemp extract products represent a new industry that is plagued by misinformation, partner retailers are expected to work closely with ECS Distribution Account Executives to gain expert understanding of each product's specifications. Employees representing these products are expected to put forth the necessary rigor in understanding important aspects, like farming practices, lab testing, quality control, transparency of operation, product consistency, safety, and efficacy.

Quality Commitment

ECS Distribution does not open or alter any products. Products remain in the exact condition as they are received from the manufacturer. Products are kept in a climate controlled environment below 75°F. From the moment products are received from the manufacturer until a shipping carrier has taken possession of your order, we ensure no contamination or deterioration of the product can occur.

Certificates of Analysis (COAs) for each product batch are available by request. COAs are lab reports from reputable third party labs. These reports ensure the products offered are free from toxins, heavy metals, pesticides, bacteria, and solvents.

Payment Terms

Payment may be made by credit card or checks made out to "ECS Distribution". A credit card is required for your first purchase. Check payment terms are available on request. There is no added surcharge for credit card payments. Accounts with overdue balances will not be able to place new orders. Unpaid balances more than 21 days overdue are subject to a 10% annual interest rate. Product will be considered to be the property of ECS Distribution, LLC until payment has been received.

Shipping Schedule

ECS Distribution will ship orders within one business day once your order is received. UPS Ground is the default shipping priority. Higher shipping priorities (faster than UPS Ground) are available at the published shipping price available at UPS.com.

Shipping Charges

First orders will not be charged for shipping. Subsequent orders over \$500 also receive free shipping. Orders under \$500 have a flat shipping charge of \$10. Independent pharmacies receive free shipping on all orders with no order minimum.

Drop shipping directly to customers/patients is available. The same shipping charges apply, as described above. The recipient will receive a packing slip with no pricing. An invoice with pricing will be emailed to you, the retail partner, for payment.

Product Damaged During Shipment

Refunds will be issued in the form of a credit memo on goods damaged during transit. Damaged goods must be returned to ECS for credit.

Sales Tax Exemption

ECS requests a copy of the retailer's state-issued sales tax exemption certificate. If your business can not provide a scanned image of this certificate/license, each state has a blank sales and use tax exemption form that can be provided instead. Orders for businesses that cannot provide this documentation may be subject to having tax added to the invoice.

Customer Satisfaction Policy

Customers/patients should be encouraged to try cannabinoid products for at least 30 days. If the customer/patient is not satisfied or did not get the expected results, we offer a *No Questions Asked* Customer Return Policy. In these rare instances, we ask that you refund the customer/patient's money, and let us know. We will send a replacement product at no cost, or issue a credit for the full replacement value. Even though there is no wrong answer, it is valuable to know why the customer/patient is not satisfied.

90 Day Buyback Option

If your business is overstocked on any products that were purchased from ECS Distribution, the unneeded products can be returned for a full refund. To qualify, the products must be free from damage and not have any stickers or price tags entered.

Bulk Pricing

Bulk Pricing is available. These are discounts below the listed wholesale price for each product.

- 7-15 six-packs of a single product receive 3% off wholesale
- 16-24 six-packs, receive 5% off
- 25 or more six-packs, receive 7% off