

COASTER®

Fine Furniture

877-COASTER (262-7837)
www.coastercompany.com

COASTER POLICIES

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OFFICE HOURS

Office Hours	Monday – Friday, 8:00 am to 5:00 pm
Warehouse Hours	Monday – Friday, 8:00 am to 4:30 pm

Orders for same day pick up must be received by 12:00 noon and picked up before 4:00pm. Orders placed after 2:00pm may not be available until the following day.

CATALOG & PRICE BOOK

Each account will receive one copy of our annual Coaster Catalog and one Price Book each quarter. If you choose, you may purchase an additional set for **\$25.00 each**.

COPYRIGHT INFRINGEMENT WARNING

Coaster routinely registers all of its promotional material with the U.S. Copyright Office and obtains valid copyright registration certificates evidencing the federal protection of this promotional material under the Copyright Laws of the United States.

Copying of images from this publication, or any of Coaster's publications, such as by scanning images, downloading images, or photographing images for posting at web sites or other use constitutes copyright infringement. Coaster has a program for systematically locating all web sites at which images from its promotional material are published and enforces its copyrights where such images have been published without Coaster's authorization. Images from this and any other promotional material generated by Coaster will be permitted by Coaster only by those entities with whom Coaster has written dealer or distributorship agreements, and then only upon submission of a written request on Coaster's standard Copyright Request Form and approval of that request.

Any copyright infringement is enforceable in the federal courts of the United States and its possessions. Coaster will pursue any legal redress available under the copyright laws and other intellectual property laws of the United States. We urge your voluntary compliance with this policy.

If you have any questions concerning Coaster's policies in the area of restriction of use of Coaster's copyrighted materials, or Coaster's policies concerning copyright enforcement please contact our Marketing Department:

Marketing Department

T (800) 221-9699 **F** (562) 946-8683

NET SPECIAL PRICING

All special prices are Net with a minimum of **\$700** subject to quantity on hand. There are no discounts on Net Special merchandise.

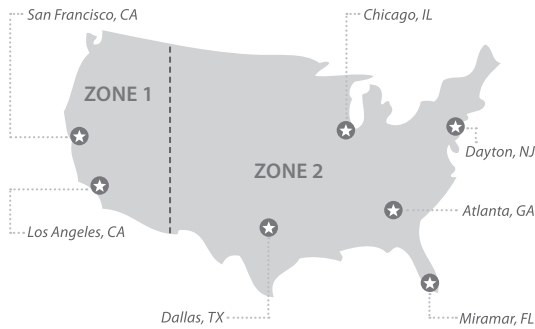
No further discount will be applied to items listed under **HOT BUY**.

MERCHANDISE PICK-UP

For your convenience, we will pre-pull orders of \$700 or more on a first come first serve basis. We require a 24 -HOUR advance notice to pre-pull your order. Please contact your local branch as some restrictions may apply.

NEW ZONE PRICING

Our price book consists of 2 price zones. Zone 1 represents the geographical areas of Los Angeles and San Francisco. Zone 2 represents the geographical areas of Atlanta, Chicago, Florida, Texas and New Jersey.



Zone 1

Zone 2

LOS ANGELES, CA - HQ 12928 Sandoval Street Santa Fe Springs, CA 90670 (562) 944-7899	CHICAGO BRANCH 255 Wille Road Des Plaines, IL 60018 (847) 375-9900
CITY OF INDUSTRY BRANCH 20300 E. Business Parkway City of Industry, CA 91789 (909) 468-5094	TEXAS BRANCH 14901 Grand River Road Fort Worth, TX 76155 (817) 684-1177
SAN FRANCISCO BRANCH 6753 Mowry Avenue Newark, CA 94560 (510) 818-9355	NEW JERSEY BRANCH 45 Stults Road Dayton, NJ 08810 (609) 409-1011
	ATLANTA BRANCH 4300B South Fulton Pkwy College Park, GA 30349 (404) 684-7001
	FLORIDA BRANCH 10700 Enterprise Way Miramar, FL 33025 (954) 392-4008

SHIPPING

Please check with your respective branch for specific details on availability of shipping. We will ship on a carrier of your choice or one with which we have an agreement. All shipments are FOB our warehouses, shipped freight collect, unless otherwise pre arranged. Minimum shipping order is **\$700** by case lot **ONLY**.

DIRECT IMPORT PROGRAM

Please contact your local sales rep for quotations and information regarding our direct import program.

METHOD OF PAYMENT

CREDIT: Credit terms are available through our factors Wells Fargo or BB&T. We will set up the contact for you and they will advise you of their informational needs. This may take 6 to 8 business days to complete. Once your account is set up, with a factor, please allow 24-48 hours for credit approval.

CASH: Should you wish to pay when you pick up merchandise, the first 6 (six) purchases must be paid either by cash, credit card, money order, bank check, wire transfer or with factor approval prior to pick up – there will be no exceptions. After your 6th (sixth) minimum purchase you may pay with company check that matches the account information of business name and address. Please note we are not able to give back cash if the check amount is greater than the order. The difference will be credited to your account. *Note: All checks are subject to an electronic verification.*

WIRE TRANSFER: You may also use wire transfer to pay your invoices. If you choose to pay by wire transfer, please contact the accounts receivable person at the local branch to obtain the necessary routing information.

RETURNED & NSF CHECKS

All returned checks are subject to a **\$45.00 fee**. The account will be placed on hold until the returned check is paid either by cash, money order, bank check or wire transfer. After receiving an NSF check, the account will be placed on a cash basis for the next 6 (six) purchases. They are to be paid either by cash, money order, bank check or wire transfer – no exceptions. Should there be a second NSF check the account will be placed on a “cash only” basis indefinitely. If a check is returned in error by your bank, a letter from your bank is required before we will once again honor your checks.

COLLECTION FEES

Should the account go into collection you will be responsible and charged for all collection fees.

RETURNED MERCHANDISE

DEFECTIVE MERCHANDISE: Claims for defective merchandise must be made within **1 year** from date of invoice. No merchandise returns will be accepted without prior authorization and a return authorization number from Coaster.

RESTOCKING FEE

Should there be a reason for merchandise to be returned, a **20%** restocking fee, from invoiced cost.

LIMITED TERM WARRANTY

ONE (1) YEAR FROM DATE OF PURCHASE

WARRANTY TERMS

Coaster Co. of America warrants that its merchandise are free from manufacturing defects (workmanship and/or material) and will either give credit or replace defective parts for a period of up to one (1) year from the date of purchase in accordance with the conditions set forth below.

If a manufacturing defect is found, Coaster should be notified promptly of the defect and supplied a copy of the invoice and delivery ticket. Inspection by a Coaster employee or representative may be necessary to verify that a manufacturing defect exists, or you may be required to submit samples to Coaster along with a digital image of the defects.

If replacement is required in accordance with this warranty and the defective material or merchandise has been discontinued or unavailable, Coaster reserves the right to select and supply similar merchandise or offer full credit for the merchandise; otherwise the same material or merchandise will be supplied for replacement purposes.

This warranty is made **SOLELY TO THE RETAILER** and is **NOT TRANSFERABLE** under any circumstances. It is the retailer's responsibility to contact Coaster with a claim. We will not handle claims from consumers directly; all requests must go through the retailer who sold the merchandise to the consumer. We advise all retailers to retain invoices for a minimum of one (1) year for warranty purposes.

This warranty supersedes and replaces all implied warranties of merchantability and use for particular purpose. No representative, employee, or agent of Coaster or any other person is authorized to assume for Coaster any additional liability or responsibility in connection with Coaster's merchandise except as described above. Implied warranties or merchantability and fitness of the merchandise are limited to a period of one (1) year from the date of purchase. In no event shall Coaster be liable for indirect, consequential or incidental damages of any kind.

ADDITIONAL CONDITIONS

Warranty is void for any of the following conditions:

- 1 Improper maintenance or improper use resulting in damage.
- 2 Any product modifications by dealer, consumer, or other parties not authorized by Coaster will void this warranty.
- 3 Floor samples sold or products designated "AS IS" at the time of purchase are not covered by the warranty.
- 4 Warranty does not cover minor variations or differences between floor samples or printed illustrations and your furniture.
- 5 Cost of packaging and shipping to and from Coaster is not covered by the warranty unless expressly arranged by Coaster.
- 6 This warranty covers only articles of furniture intended for residential use only, does not cover any industrial, commercial, institutional, or rental use.
- 7 Dissatisfaction due to buyer's remorse.
- 8 Normal wear and tear.
- 9 Damages incurred during transportation.
- 10 Damages incurred during assembling or maintenance.
- 11 Damages incurred by accidents or abuse.

Additional conditions for warranty on upholstery are listed on the attached addendum.

CONTACT INFORMATION

Coaster Company Headquarters

T (800) 221-9699

F (562) 946-7750

UPHOLSTERY WARRANTY

ONE (1) YEAR WARRANTY

FRAME CONSTRUCTION

ONE (1) YEAR WARRANTY

- Coaster offers a limited one (1) year warranty to the original buyer against defects in material or workmanship.
- Defects in workmanship and materials are defined, for the purpose of this warranty, as causing the product to be unsound structurally or mechanically, or substantially altering the appearance of the piece.
- This warranty applies only under the conditions of normal usage and does not apply to defects resulting from misuse, accidents, negligence or normal wear.

MOTION UPHOLSTERY

ONE (1) YEAR WARRANTY

The reclining mechanism is warranted to be free from defects in design materials and workmanship.

▲ CAUTION: Children should not be allowed to play on or operate motion products. The leg rest of the recliner folds down on closing and could result in injury to a child. Always leave unoccupied chairs in the closed upright position.

FABRIC

ONE (1) YEAR WARRANTY

Fabric and vinyl are warranted against wear under normal care and condition. This does not cover shrinkage, piling, or fading due to chemical after-treatments or improper cleaning. Use of chemical treatment or improper cleaning invalidates the warranty.

CUSHIONS

ONE (1) YEAR WARRANTY

Coaster warrants seat cushion against defects and loss of foam resiliency, under normal use. Do not confuse normal softening and flattening that occurs in all foam products with actual loss of foam resiliency.

STITCHING

ONE (1) YEAR WARRANTY

Coaster warrants the stitching against slippage under normal use.

LEATHER WARRANTY

ONE (1) YEAR WARRANTY

- Leather will not tear under normal use.
- The finish will not peel from the leather.
- The finish will not show excessive cracks other than normal wrinkles from stretching.
- Natural markings such as scars, brands, grain variation, wrinkles, etc., will be considered normal characteristics and not construed as defects. Every hide has its own natural characteristics and no two are the same, so color variations may occur.
- Leather warranty does not cover damage, fading, improper use, damage due to excessive heat, cold or exposure, or problems resulting from unapproved cleaning methods:
 - Do not use bleach, oily substances or strong detergent (including laundry detergents).
 - Keep ink, fluids, body oils, chemicals and sharp objects away from upholstery.
 - Exposure of leather to sunlight or extreme light sources may cause fading and damage.
 - Do not use any heat lamps or hair dryers on the leather.

Recommended Leather Cleaning Method

If necessary, clean immediately with mild soap (non-concentrated) diluted in lukewarm distilled or purified water on a soft clean towel. Always try to clean in a small hidden area first. This cleaning method is recommended for corrected leathers, not for natural grades of leather.

For oil, grease, or stubborn stains consult a professional leather care company.

COASTER BUNK BED FACTS SHEET & WARRANTY

TEN (10) YEAR LIMITED WARRANTY

BUNK BED FEATURES

We have redesigned and improved our bunk beds to make them even stronger and safer with these added features:

- Full length guard rails on all sides of the top bunk bed
- Built in ladders on both sides of the top bunk bed
- Stronger, larger 1" x 2" side rails
- New patented extra heavy duty reinforced brackets
- All around larger and heavier gauge tubing

OTHER FEATURES: Lead free, epoxy powder coat finish that resists scratching or chipping, with high gloss finish in red, white, blue, or black. Heavy gauge large diameter tubing, reinforced patented corner brackets; all required warning labels, parts and instruction sheets.

Coaster has taken action to make sure that its bunk beds conform to current cpsc safety specifications per 16 cfr parts 1213, 1500 + 1513 and astm f 1427-01.

**NEW &
 IMPROVED
 MODELS**

*THE BEST BUNK BEDS
 JUST GOT BETTER*

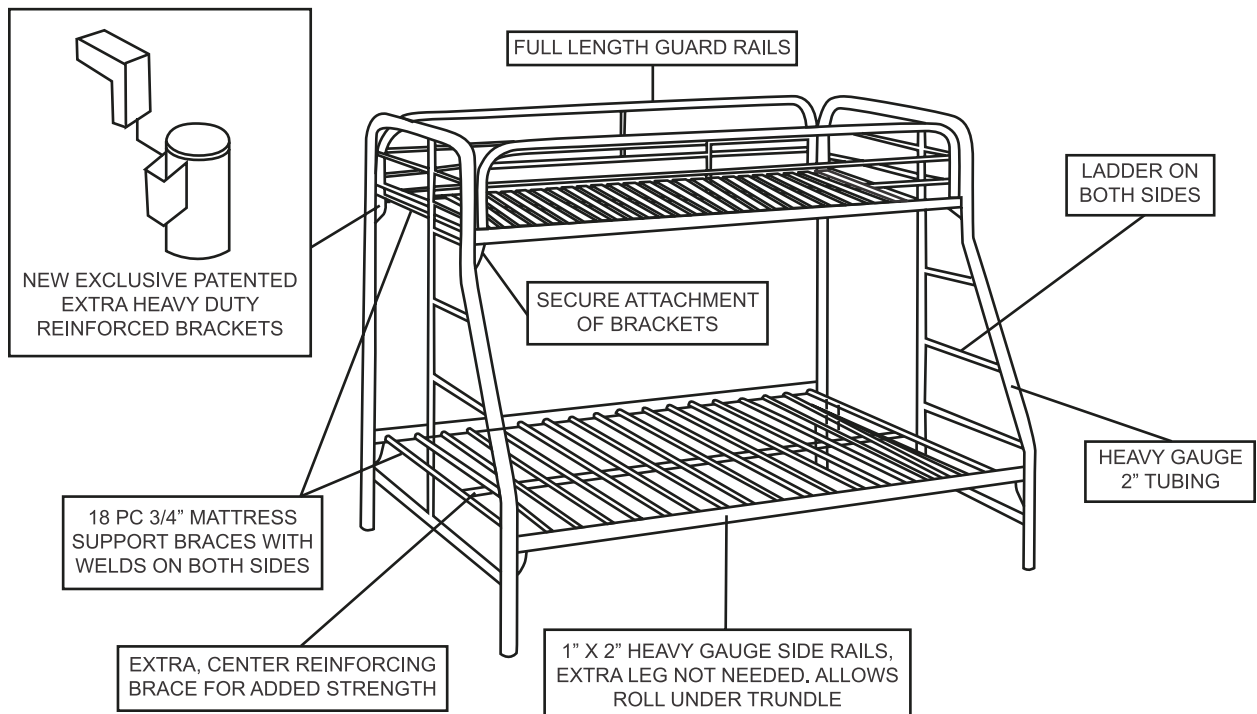
10 YEAR LIMITED WARRANTY

Coaster has a ten (10) year limited warranty on its patented extra duty reinforced brackets. These brackets are specifically designed for safety and are available exclusively on Coaster bunk beds. We will repair or replace any metal bunk with a defective bracket. This warranty is intended for the original purchaser and is intended for residential use only.

Item numbers that are available with a limited warranty (colors may vary):



COASTER METAL BUNK BEDS HAVE BEEN TESTED AND CONFORM TO ASTM F-1427-01



COASTER SWIVEL, GLIDERS & RECLINERS

FIVE (5) YEAR LIMITED WARRANTY

SWIVEL, GLIDER & RECLINER FEATURES

- Strong and long lasting mechanism for easier swiveling, gliding and reclining.
- All around large and heavy gauge tubing for strength.
- Plush cushioning for more comfort.
- It swivels, glides and reclines. Each comes with strong metal body frame, high quality leatherette or velvet surface in attractive colors.

Colors Available

*Black, Bone, Navy Blue, Taupe, Hunter Green, Plum,
Microfiber Brown, Microfiber Tan*

- All recliners are accompanied by a matching gliding ottoman.

5 YEAR LIMITED WARRANTY

Five (5) year limited warranty covers frame and mechanism. We will replace any frame or mechanism due to manufacture defects. This warranty is to the original purchaser. It is intended for residential use only.

Our best metal swivel, glider recliner with ottoman. See the recliner section in our current catalog.



QUALITY • VALUE • STYLE



SEVEN WAREHOUSES

Coaster has distribution centers strategically located nationwide making it convenient for you!



SEVEN CATEGORIES

Coaster has a complete selection of furniture for every room, need and style.



INVENTORY IN STOCK

Coaster carries all of the inventory so you don't have to! We've made retrieving your purchase easy!



DELIVERY PROGRAM

We can lock in your cost, ship prepaid to your store, and arrange for return or replacement if necessary.



COST EFFECTIVE

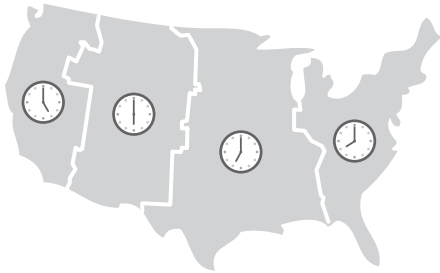
We are always looking for ways to reduce cost, and pass the savings back to you.

WWW.COASTERCOMPANY.COM



AFTER 5PM SERVICE (877) COASTER

CLOSING TIMES AROUND THE U.S.



Pacific: 5:00 PM
Mountain: 6:00 PM
Central: 7:00 PM
Eastern: 8:00 PM

www.coastercompany.com

We would like to encourage and remind our customers in the Eastern and Central time zones that you are able to call Santa Fe Springs office (Los Angeles) for information and stock during your 5 PM business hours. Please use our 800 FAX numbers to send your order in whenever possible. Call our Call Center to set up an account, place order and check stock availability.



**NATIONAL
COASTER
CALL CENTER**

**(877) 262-7837 or (877) COA-STER
(562) 946-7750**

6:00 AM - 5:00 PM (Pacific Standard Time)

HELPFUL LINKS

COMPANY WEBSITES

Company Website

www.coastercompany.com

Retail Website

www.coasterfurniture.com

Coaster Company Job Opportunities

www.coastercompany.com/jobs/index.html

STAY CONNECTED WITH US

Become a Fan on Facebook

www.facebook.com/coasterfurniture

Follow Us on Twitter

twitter.com/CoasterCompany

Coaster Living Monthly Magazine

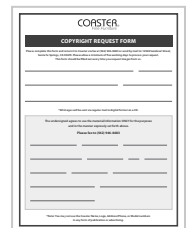
coastercompany.com/news/coasterliving.html



NEED IMAGES?

In order to support your endeavor to promote your business, we have outlined a few points for you to keep in mind. Please read our Policy Acknowledgement and Copyright Request Forms if you are interested in requesting images.

IMAGE REQUEST REQUIREMENTS



- Read and sign our Policy Acknowledgement Form and Copyright Request Form.
- Fax completed forms to Coaster Marketing Department at (562) 946-8683.
- Allow 5-7 business days to receive your images.

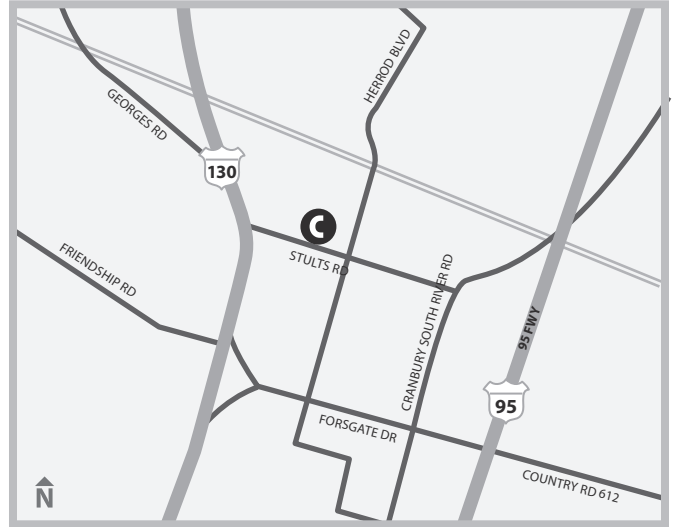
images@coasteramer.com



NEW JERSEY BRANCH

45 Stults Rd, Suite 2, Dayton, NJ 08810
TEL: (609) 409-1011 | TEL: (800) 221-9656
FAX: (800) 221-9286

NJ TURNPIKE EXIT 8A: Exit toll and bear to the right towards S. Brunswick-Route 130. Go through light (535) toward Route 130. Make first right after light onto Herrod Blvd. Follow Herrod. After stop sign, cross over Stults Rd. Coaster is on the corner on your right hand side.



TEXAS BRANCH

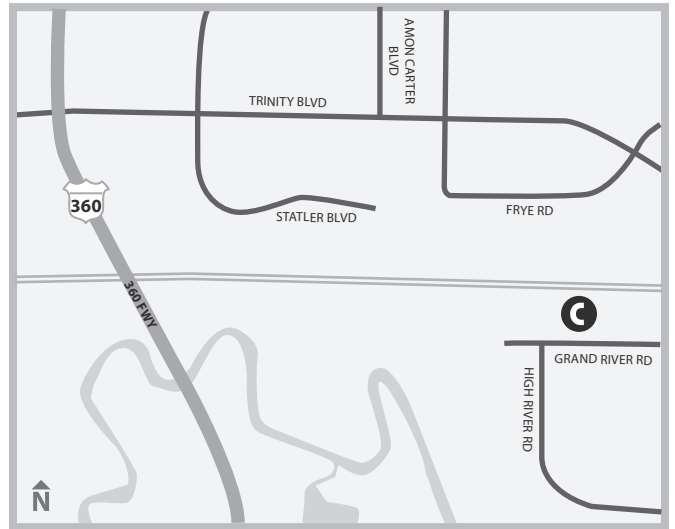
14901 Grand River Rd Fort Worth, TX 76155
TEL: (817) 684-1177 | TEL: (800) 262-9770
FAX: (800) 262-9016

FROM HWY 360: Exit Trinity Blvd, go east approximately 1.5 miles. Turn right on Grand River Rd (River Park) and proceed to Coaster on the right.

FROM HWY 183 WEST: Exit Hwy 360 south and follow directions above.

FROM HWY 183 EAST: Exit Valley View, go south approximately 2 miles. Turn right on Trinity Ridge Rd. Turn right on Trinity Blvd. Turn left onto Grand River Rd (River Park) and proceed to Coaster on the right.

FROM I-30: Exit NW 19th St and go north approx. 1.5 miles, and turn right onto Roy Orr Blvd. (NW 19th St turns into Carrier Pkwy) Continue on Roy Orr Blvd for approximately 1.5 miles, turn left onto Trinity Ridge Rd. Turn right onto Trinity Blvd and turn left onto Grand River Rd (River Park).



SAN FRANCISCO BRANCH

6753 Mowry Avenue, Newark, CA 94560
TEL: (510) 818-9355 | TEL: (800) 221-9651
FAX: (800) 221-9229

FROM NORTH: Take I-880 South. Exit Mowry Ave. Turn Right on Mowry Ave.

FROM SOUTH: Take I-880 North. Exit Mowry Ave. Turn Left on Mowry Ave.

FROM EAST: Take I-680 South. Exit Durham Rd. Turn Left on Auto Mall Pkwy. Turn Right on Boyce Rd. Continue on Cherry St. Turn Left on Mowry Ave.

FROM WEST: Take CA-84 or CA-92 East. Take I-880 South. Exit Mowry Ave. Turn Right on Mowry Ave.





ATLANTA BRANCH

4300B South Fulton Parkway, College Park, GA 30349

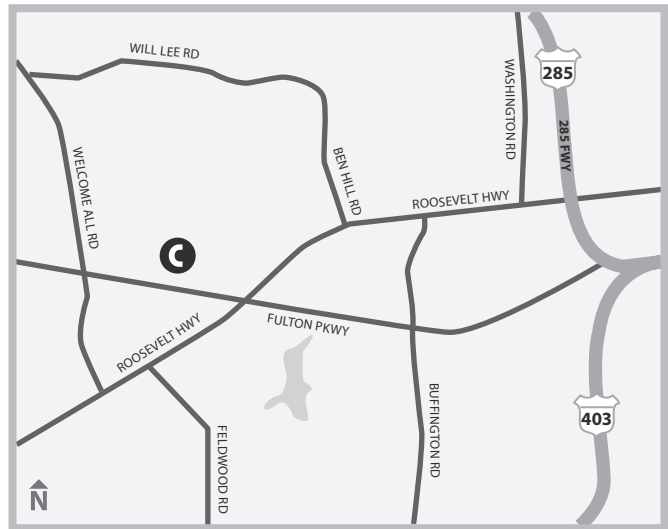
TEL: (404) 684-7001 | TEL: (800) 221-9658

FAX: (800) 221-9287

FROM NORTH: Take Interstate 85 S, or Interstate 285 W. Go South past airport. Exit 62- South Fulton Parkway, bear right, following signs for South Fulton Parkway Approx 4 miles, turn left on Hunter/Mason Rd. Coaster is 2nd entrance on left.

FROM EAST: Take Interstate 20 West, Exit Interstate 285 S (Exit 51A). Exit 62 South Fulton Parkway.

FROM WEST: Take Interstate 20 East, Exit Interstate 285 S. Exit 62 South Fulton Parkway.



CHICAGO BRANCH

255 Wille Rd, Des Plaines, IL 60018

TEL: (847) 375-9900 | TEL: (800) 221-9654

FAX: (847) 375-9978

FROM CHICAGO OR EAST: Take I-90/I-94 Kennedy expressway towards O'Hare. Proceed on I-90 W Northwest Tollway toward Rockford. Exit at Elmhurst Road North. At first stoplight turn right (east) onto Oakton. Take Oakton to Mt. Prospect Rd, turn right. Proceed south about 3 tenths of a mile to Wille Rd, turn right on Wille Rd.

FROM WEST AND NORTHWEST: Take I90 towards Chicago. Exit Arlington Heights Rd, go south (right) to Oakton St. Turn left onto Oakton and proceed east to Mt. Prospect Rd, turn right. Proceed south about 3 tenths of a mile to Wille Rd, turn right on Wille Rd.

FROM NORTH OR SOUTH I294: Take I-294 towards O'Hare airport. Merge onto I-90 W Northwest Tollway toward Rockford. Exit at Elmhurst Rd North. At first stoplight turn right (east) onto Oakton. Take Oakton to Mt. Prospect Rd, turn right. Proceed south about 0.3 of a mile to Wille Road. Turn right on Wille Road and come to 255 Wille.



FLORIDA BRANCH

10700 Enterprise Way, Miramar, FL 33025

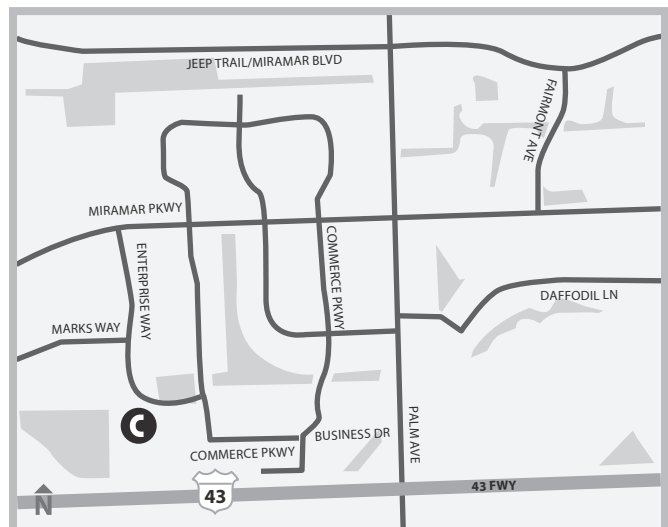
TEL: (954) 392-4008 | TEL: (800) 221-9659

FAX: (800) 221-9382

FROM FL TURNPIKE (TOLL ROAD): Florida's Turnpike (Toll Road) to Red Road North. North on Red Road to Miramar Pkwy, East on Miramar Pkwy about 3 tenths of a mile to Enterprise Way, turn right onto Enterprise Way (South), Coaster is a half mile on the right.

FROM I-75: I-75 to Miramar Pkwy East through the Red Road intersection (about 4 miles), 3 tenths of a mile east of the Red Road intersection turn right onto Enterprise Way (South), Coaster is a half mile on the right.

FROM I-95: I-95 to Hallandale Beach Blvd West (name change to Miramar Pkwy) through the Palm Ave intersection (about 7 miles), a half a mile west of the Palm Ave. intersection turn left onto Enterprise Way (South), Coaster is a half mile on the right.



POLICY ACKNOWLEDGEMENT

1 OF 2

In order to support your endeavor to promote your business, we have outlined a few points for you to keep in mind.

COPYRIGHT INFRINGEMENT WARNING

- All Coaster images are copyrighted. Copying of images such as by scanning images, downloading images, or photographing images constitutes copyright infringement.
- Any copyright infringement is enforceable in the federal courts of the United States and its possessions. Coaster will pursue any legal redress available under the copyright laws and other property laws of the United States.
- Based on the discretion of Coaster Management any violation of these terms can result in the loss of your Coaster account.
- You agree to defend, indemnify, and hold Coaster harmless from any and all liabilities, costs, and expenses, including reasonable attorney's fees, related to any violation of these and conditions by you or your company.

POLICY AND PROCEDURE

- Any dealer who wishes to use Coaster images must sign this Acknowledgement Form. In addition, you must obtain an approval for the right to use Coaster images from the Marketing Department at the Coaster Headquarters in Santa Fe Springs, CA.
- Requests for images received from anyone on behalf of the dealer must accompany the completed and signed Copy Right Release Form and Acknowledgement Form by the dealer.
- If the request for images is approved, the images will be placed on a CD and mailed.
- Please allow 5-7 working days to receive images.
- Any mention of Coaster name, address, phone number or web address is prohibited.

PACKAGING/HANDLING

- ALL products from Coaster are packaged to reduce possible damages that may occur during shipping and handling. However, the original packaging of Coaster products does not meet shipping standards of some companies.
- We do not recommend using shipping services such as UPS, FedEx, DHL, and other similar companies who are not familiar with handling furniture. If you chose to utilize such services, please make sure that each product is repacked to meet the shipping standards according to the carrier. Any merchandise damaged incurred through these services will not be accepted for parts request, exchange, refund or credit.
- It is your responsibility to ensure that the packaging meets the shipping standards of the carrier you've selected.
- We will do our best to provide merchandise to you in a satisfactory condition. We require the dealers to **INSPECT AND REPACK** each item prior to shipping to customers. If you notice any damage, please contact Parts Department at the Coaster Branch nearest to you right away.
- Coaster will not ship to consumer or residential location. Any shipment to consumer or residential location is the responsibility of the retailer, who will be held fully responsible for any damages, errors, or returns.
- Coaster relinquishes any and all responsibilities for damages and/or lost of merchandise incurred once the merchandise has left the Coaster warehouse.

Policy Acknowledgement continued on the next page

Place your initials here _____ to indicate that you agree to all conditions as stated above.

POLICY ACKNOWLEDGEMENT

2 OF 2

In order to support your endeavor to promote your business, we have outlined a few points for you to keep in mind.

CUSTOMER SERVICE

- We will be happy to assist you with any questions or concerns you may have with our products. Just call the toll free number of the Coaster location where you received the merchandise and ask for Parts Department.
- We are not set up to handle calls from consumers directly. Any request for parts, exchange or refunds received from consumers will be redirected to the retailer where the purchase was made. Please make it clear to your consumers to contact you should they have any questions or problems with their order and/or merchandise.
- We will automatically close the account of any dealer who directs consumer calls to Coaster.

RETURN POLICY

- All returns must be made within 60 days from purchase with the original copy of invoice from Coaster. The retailer who purchased the merchandise from Coaster must make the returns, and no one else.
- Any merchandise returned to Coaster due to error or damage incurred not on the part of Coaster is subject to **20%** restocking fee without exception. Freight expense incurred for any reason will be at the dealers' expense.

CONTACT INFORMATION

Marketing Department

E images@coasteramer.com

T (800) 221-9699

F (562) 946-8683

Please sign below as an acknowledgement that you have read this letter in entirety (two pages) and that you agree to comply with all that is stated. Based on the discretion of Coaster Management any violation of these terms can result in the loss of your Coaster account and possible legal redress as provided by the court.

Please fax both pages to (562) 946-8683

Company

Account #

Date

Name (Print)

Signature

Position

COPYRIGHT REQUEST FORM

Please complete this form and return it to Coaster via fax at (562) 946-8683 or send by mail to: 12928 Sandoval Street, Santa Fe Springs, CA 90670. Please allow a minimum of five working days to process your request.

This form should be filled out every time you request images from us.

Image Needed *(Please list all the items needed attach additional pages if necessary)*

Date Images Needed By

How will you use this information and in what type of publication?
(I.e. circular, web site, catalog, etc)

Company Website

If you can accept digital image files via e-mail or ftp site, please list all applicable information here.

***All images will be sent via regular mail in digital format on a CD.**

The undersigned agrees to use the material/information ONLY for the purposes
and in the manner expressly set forth above.

Please fax to (562) 946-8683

Company Name

Account #

Contact Person

Address

City

State

Zip Code

Phone

Fax (if available)

Email Address

Signature

Print Name

Approved By

***Note: You may not use the Coaster Name, Logo, Address/Phone, or Model numbers
in any form of publication or advertising.**

RETURNS/EXCHANGES OF MERCHANDISE

***NO RETURNS - OTHER THAN STATED BELOW - WILL BE ACCEPTED**

RETURN POLICY

Coaster may accept claims for returns for damaged or missing parts within 60 days of invoice. We reserve the option of repairing or replacing any part(s) found to be defective in workmanship for up to one (1) year.

All requests for merchandise return/credit must meet the following criteria:

MERCHANDISE THAT IS PHYSICALLY PRESENT

- Item must be returned in its original packaging
- Item must be returned in its entirety
- Dealer must provide original invoice

MERCHANDISE THAT IS NOT PHYSICALLY PRESENT

- Photo of packaging
- Photo of item highlighting where damage is located
- Photo of the damage itself
- PO and Item # from the outside of the box
- Invoice number on which the item was purchased
- Description and possible cause of the damage.

Having these items available will speed up the resolution of your request.

All claims are subject to inspection and review.

Returns will only be accepted through the retail dealer who purchased the merchandise.

NOT MANUFACTURER'S DEFECTS

The following examples are not manufacturer's defects:

- Colors may vary slightly from the photo because of photography and printing tolerances.
- Foam will soften slightly.
- Sizes are stated in U.S. standard measurements while the actual sizes are manufactured using the metric system. Therefore the sizes may vary slightly.
- There are no exchanges or refunds on any pillows or toppers sold.
- No returns for buyer's remorse.

RESTOCKING FEE

All merchandise authorized for return must be returned in its original packaging along with the original invoice information. A **20%** restocking fee may also apply. Any freight charges or delivery fees associated with returns will be at the dealer's expense.

EXCHANGE POLICY

If a part is not available, an exchange for the same item will be given for the returned merchandise. If the item is not in stock, a credit for the purchased price will be given.