

Online Sales Policy

for Resellers and Distributors

In an effort to ensure optimum conditions for the distribution of its products, namely regarding quality, support, after-sales service, transport, and respect for customers in its existing distribution network, Preverco Inc. *is implementing a policy governing the promotion and sale of its product lines* through e-transactions via catalogue-style websites featuring a shopping basket function.

The success of the partnership between Preverco and its customers is due in part to the predetermined protection of each territory. The current business model for online hardwood flooring sales does not *necessarily* guarantee this protection, thereby contravening the policies set out when customers open an account with us. Protecting sales territory is critical for us and we currently have no way of ensuring this protection for transactions completed online rather than in stores.

However, Preverco Inc. will not intervene in the case of transactional websites set up by our customers to support their marketing efforts in the territory their stores traditionally serve. Customers must always offer the same pricing, after-sales support, and warranty policies as they do for in-store purchases.

We also believe that ours is a top-end product and that the assistance of experienced sales

people and installers upon purchase makes all the difference in meeting the exact needs of the consumer. In cases of disputes over territory, Preverco reserves the right to decide on the legitimacy of the sales territory for Preverco products sold by a reseller.

For companies that do not buy their product directly from Preverco Inc.:

Product sold over the Internet may come from unauthorized sources that do not meet Preverco Inc. quality criteria. Such product may even be counterfeit flooring sold under the Preverco or Verywood name. For this reason, the warranty and after-sales support for these products must be provided by *authorized resellers only*. Preverco does not guarantee any product or offer any support if these conditions are not met.

We therefore encourage consumers to enjoy the peace of mind and the best possible advice, support, and assistance that comes with purchasing from a member of our authorized distribution network.

You can check whether the reseller is an authorized distributor by contacting our Customer Service Department at 1-800-667-2725.