



RECEIVING YOUR SHIPMENTS

THE FREIGHT BILL

DO **NOT** let the driver rush you. You have the right to inspect your shipment before signing. It is your responsibility to inspect the outer packaging and make sure the count noted on the freight bill matches what you received. Failure to inspect could result in a financial loss for your company. Avendra FF&E Services will not be held responsible for improper receipt of goods.

SHORTAGE

If there is a discrepancy in the number of cartons/items ordered write a precise description of the shortage on the freight bill before signing for the goods, both on the driver's copy and yours. Whenever possible, indicate the exact item that is short. The driver must also sign the freight bill indicating he agrees that the shipment is short. Your note of a shortage on both copies of the freight bill will trigger the freight company to make every effort to locate the missing material.

VISIBLE DAMAGE

Carefully check for any visible signs of damage to the cartons, containers, items or pallets. You should **REFUSE** delivery if any of the goods have visible damage. At a minimum a full, detailed description of any damage or suspected damage must be endorsed on both copies of the freight bill. The driver must also sign the freight bill indicating he agrees as to the condition of the material. Call your Avendra FF&E Services Sales Consultant @ 866-AVENDRA (866-283-6372) to make them aware of the damage.

REFUSING SHIPMENTS

In the event you do refuse an entire or partial shipment, you must retain a copy of the freight bill signed by the driver that the shipment was refused. This is your proof to the shipper that you did not receive the material.

CONCEALED DAMAGE

If damage was not noted at time of delivery, this is considered concealed damage and must be reported within 5 days of delivery. Buyer assumes ALL responsibility for filing any claims for concealed damage when shipment is accepted and signed for in good condition. Buyer must immediately call the carrier and notify the Avendra FF&E Services Sales Consultant of the damage. While you wait for the inspection, you must leave the containers and packing materials, as they were when you first discovered the loss or damage. Do not move the material. In a concealed damage claim the burden of proof shifts to the claimant to show that the carrier caused the damage, that the damage did not occur after you received the material.

FILING A CLAIM

Contact the freight company to verify any special requirements they may have regarding filing a claim. Some freight companies specify you must submit a claim on their form and in this case, they will fax or mail a copy to you. Claims must be filed within nine months after delivery.

The Corporate address shown on the freight bill is the correct address used when filing a claim. Send the paperwork, Attention: Claims.

You must include the following documentation with the claim form or claim request to support the dollar amount of the claim:

- Photo copy of the original invoice covering the shipment which can be requested from your Avendra FF&E Sales Consultant
- Photo copy of the signed freight bill which notes the damage or shortage
- Photos of both product and packaging
- A replacement or repair invoice if applicable
- An explanation of how you arrived at the amount you are claiming is helpful to the claim examiner.

If during the investigation, it is determined that other documents are required, you will be advised by the freight company.

FREIGHT COMPANY RESPONSE

You should expect to receive an acknowledgement from the freight company within a week to ten days. This acknowledgement will include a claim number assigned by the freight company. It will also indicate if any further information or documentation is required before the investigation can be completed. If you have not received payment from the freight company within six weeks, contact them with their "claim number" to check on the status.



PURCHASE TERMS AND CONDITIONS

THESE PURCHASE TERMS AND CONDITIONS ARE BINDING UPON BUYER AND AVENDRA REPLENISHMENT, LLC ("AVENDRA FF&E SERVICES") FOR THE PURCHASE OF GOODS FROM AVENDRA FF&E SERVICES. ADDITIONAL OR DIFFERENT TERMS PROPOSED BY BUYER DO NOT APPLY. AVENDRA FF&E SERVICES SPECIFICALLY OBJECTS TO ANY ALTERATIONS OF ITS QUOTE/ORDER OR TO ANY ADDITIONAL OR DIFFERENT TERMS OR CONDITIONS OF BUYER.

THE PRICE QUOTES PROVIDED BY AVENDRA FF&E SERVICES ARE ITS CONFIDENTIAL INFORMATION. UNAUTHORIZED DISCLOSURE MAY RESULT IN SUSPENSION OF BUYER'S ACCESS AND SERVICES. AVENDRA FF&E SERVICES RESERVES THE RIGHT TO WITHDRAW QUOTED PRICES DUE TO ERROR.

ALL ORDERS ARE SUBJECT TO CREDIT APPROVAL AND MAY REQUIRE A DEPOSIT. MINIMUM ORDER SIZE IS \$100.

Credit Approval – Buyer hereby authorizes Avendra FF&E Services to obtain a standard factual data credit report on Buyer and/or the financially responsible party for Buyer through a credit reporting agency chosen by Avendra FF&E Services and to request any further financial information necessary in order to extend credit to Buyer.

Prices – Prices do not include any of the following: sales, use, value-added or similar taxes; shipping/freight charges; insurance during shipping; handling fees; environmental fees; customs; and duties. Unless otherwise indicated on the Avendra FF&E Services quote, freight charges will be invoiced as a separate line item or by separate invoice. Special delivery requirements are available at an additional charge – lift gate service, inside delivery, express shipments (airfreight or next day), etc. Special delivery requirements **MUST** be specified at the time of order. As required by law, Avendra FF&E Services may bill and collect applicable taxes.

Delivery Terms – Delivery terms shall be FOB destination.

Payment Terms – **PAYMENT IS DUE WITHIN 30 DAYS AFTER THE DATE OF INVOICE.**

Invoices & Billing – Avendra FF&E Services will generate and send invoices to Buyer immediately upon Avendra FF&E Services' receipt of Supplier's invoice. Buyer agrees to pay invoices within thirty (30) days after the date thereof and, if not so paid, invoices shall bear interest at the rate of one and one-half percent (1 ½%) per month or portion thereof from the date payable. Avendra FF&E Services shall have the right of set-off and deduction for any sums owed by Buyer to Avendra FF&E Services. If Buyer is late making payment, Avendra FF&E Services shall have the right, in its sole discretion, to place Buyer's account on credit hold, to defer shipments until payment is made, to require cash in advance for any further payments, to demand immediate payment of all amounts then owed, to elect to pursue collection action, and/or, at its option, to cancel all or any part of an unshipped order. Buyer agrees promptly to pay to Avendra FF&E Services' reasonable attorneys' fees and all court and other costs and expenses that Avendra FF&E Services incurs during efforts to collect delinquent invoices. All invoice payments shall be made to 'Avendra Replenishment, LLC.'

Special Code Requirements – It is the Buyer's responsibility to ensure that all goods being ordered meet local, state, and federal code requirements, including and without limitation, fire codes, boiler codes, health department codes, and the like.

Cancellation and Returns – All cancellations of orders must be made through and approved by Avendra FF&E Services. Buyer shall be liable for any and all charges incurred because of the cancellation, or the refusal to accept delivery, of an order. All returns shall be subject to the standard policies and restocking and other charges of the Supplier. Written return authorizations are required from Avendra FF&E Services.

Warranties and Service – Avendra FF&E Services does not offer any guarantees or warranties, whether express or implied by operation of law or otherwise. All warranties shall be those provided as "standard" by the Supplier. Buyer is responsible for contacting the local authorized service agent for warranty repairs. Avendra FF&E Services makes no reimbursements for service work, nor does it accept liability for loss of goods. However, Avendra FF&E Services will make the necessary contacts with the Supplier in an effort to resolve disputes.

Over Shipment of Materials – Fabric, carpet, wall coverings, and other textiles are subject to a Supplier's over-shipment allowance of up to 10% of the quantity ordered. This is an industry standard for these items. Buyer will be invoiced for the quantity over-shipped up to the 10% overage on a separate invoice line item.

Compensation – Buyer acknowledges that Avendra FF&E Services is a for-profit business and the prices paid by Buyer for goods include a mark-up for Avendra FF&E Services' services, and Avendra FF&E Services and/or its affiliates negotiate and retain rebates and allowances paid by Suppliers on purchases of goods by Buyer.



Governing Law – These terms and conditions shall be governed by the laws of the State of New York, excluding its conflicts of law rules, and excluding the U.N. Convention on Contracts for the International Sale of Goods.

Foreign Principal Party in Interest; Freight Forwarder and Documentation – It is specifically agreed that Buyer will be the foreign principal party in interest and/or that its freight forwarder shall act as Buyer's agent in such capacity for purposes of the Foreign Trade Regulations or other regulatory purposes, and Buyer and its freight forwarder are responsible for all routed export transactions documentations, including but not limited to the filing of the required Electronic Export Information/Automated Export System Records.

For Healthcare Providers that Submit Claims to Medicare or Medicaid: The pricing included herein is net of any discounts. In accordance with 42 C.F.R. §1001.952(h), Customer acknowledges that it must fully and accurately report the pricing contained herein on any claim or cost reports it submits to Medicare or any state Medicaid program.

Freight Damage, Inspection – Buyer assumes **ALL** responsibility for receiving and inspecting cartons and other packing materials and the goods for shortages and damage. **BUYER IS INSTRUCTED TO OPEN ALL CARTONS, INSPECT CONTENTS, AND VERIFY PIECE COUNT IMMEDIATELY IN THE PRESENCE OF THE DRIVER.** Buyer should refuse delivery if any of the goods have visible damage. However, if Buyer accepts the goods even though there is visible damage to part of the order, Buyer must, at a minimum note the damaged goods on the bill of lading/freight bill (delivery receipt). If Buyer is not afforded the opportunity to inspect the goods at the time of delivery, Buyer must note this on the delivery receipt. If goods are visibly damaged, Buyer should immediately call its Avendra FF&E Services Sales Consultant @ 866-AVENDRA (866/283-6372) and fax or email a copy of the delivery receipt to (301) 825-0495 or FFE@avendra.com. If Buyer follows the foregoing instructions, Avendra FF&E Services will request the Supplier, at its choice, either to repair the goods to new condition with full warranty, or to replace the item if it cannot be repaired.

CONCEALED DAMAGE – Buyer assumes ALL responsibility for filing any claims for concealed damage when shipment is accepted and signed for in good condition. Buyer must inspect shipment for concealed damage within forty-eight (48) hours after delivery. If the goods are damaged, Buyer must immediately call the carrier and Buyer's Avendra FF&E Services Sales Consultant, and must fax or email all documents to the Avendra FF&E Services Sales Consultant. **KEEP ALL CARTONS AND PACKING MATERIAL.** As a service to Buyer, Avendra FF&E Services, at its option, may assist Buyer in the handling of freight claims provided Buyer has followed the foregoing instructions.

Defined terms used in these Purchase Terms and Conditions, which are not defined herein, shall have the meanings ascribed to them in Buyer's Avendra FF&E Services Access Agreement.