

## POLICY ACKNOWLEDGMENT

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### 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 Acknowledgment 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 Acknowledgment 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.

### PACKAGING/HANDLING (CONT)

- 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 Acknowledgment continued on the next page*

### 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.

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

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## RETURN POLICY

Coaster will accept claims for returns for damaged merchandise 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 items must be inspected by an authorized Coaster representative before the claims can be submitted. In some cases a repair allowance may be given by an authorized Coaster representative and no additional allowances will be authorized. Where available,

## CONTACT INFORMATION

please provide digital photos of all defects.

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

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.

**E** [images@coasteramer.com](mailto:images@coasteramer.com)

**T** (800) 221-9699

**F** (562) 946-8683

# COPYRIGHT REQUEST FORM

Please complete this form and return it to Coaster via email at [images@coasteramer.com](mailto:images@coasteramer.com)

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

Date Images Needed By

Check resolution needed:  300 dpi (PRINT ADVERTISEMENT) /  72 dpi (WEBSITES, EMAIL, DIGITAL PRESENTATIONS)

**\*All images will be placed in a folder on Dropbox. A link will be provided via email. \*\*\*Email address where the image link can be sent**

*If requesting ALL current catalog photos at 300 dpi, please provide your FTP information below:*

FTP link: \_\_\_\_\_

FTP User Name: \_\_\_\_\_ FTP Password: \_\_\_\_\_

Note any special instructions (directory):

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

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Account #

\_\_\_\_\_  
Contact Person

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax (if available)

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

