



MANUFACTURER MATCHING & PRODUCT AUTHENTICITY POLICY

Sapientex Commerce Group LLC operates as an independent reseller of consumer goods. Sapientex Commerce Group LLC is not necessarily an authorized reseller, distributor, or affiliate of the manufacturers or brands of the products it sells, unless expressly stated otherwise. Notwithstanding the foregoing, **all products sold by Sapientex Commerce Group LLC are genuine, authentic, and lawfully acquired**, and do not materially differ from products sold directly by manufacturers or their authorized distributors.

Sapientex Commerce Group LLC is committed to preserving the value, goodwill, and integrity of the brands it carries. We take commercially reasonable steps to ensure that customers receive authentic products that meet manufacturer specifications and are handled in a professional and compliant manner.

In furtherance of these commitments, Sapientex Commerce Group LLC maintains and enforces the following practices:

- Sapientex Commerce Group LLC does not remove, alter, obscure, deface, or tamper with any serial number, UPC, barcode, lot code, or other identifying information on product packaging or the products themselves.
- Sapientex Commerce Group LLC does not translate, remove, modify, or replace any labels, inserts, instructions, warnings, or literature that accompany the products.
- All products are inspected upon receipt and are stored, handled, and shipped in accordance with reasonable industry standards and applicable manufacturer handling requirements.
- Sapientex Commerce Group LLC sells products strictly in accordance with manufacturer instructions and intended use guidelines.
- Sapientex Commerce Group LLC accepts and responds to customer and brand communications relating to its products both prior to and following the completion of any sale.
- Sapientex Commerce Group LLC requires its suppliers to promptly notify it of any product recalls, safety notices, or corrective actions, and will take appropriate steps to notify affected customers when applicable.

- Where commercially reasonable, Sapientex Commerce Group LLC will endeavor to remain competitively priced and may match or beat pricing or promotional offers made available by authorized sellers.

This policy is intended to demonstrate Sapientex Commerce Group LLC's commitment to lawful resale practices, customer confidence, and brand integrity.

For questions or additional information, please contact us at **ac@sapientex.com**.