

## TERMS AND CONDITIONS



LAST UPDATED  
July 2021

### GENERAL

Suite Distinction designs, manufactures, and sells products that are intended for use in the hospitality, cruise, health, wellness, salon, spa, and construction industries. These items are designed and constructed for specific purpose. Please ask about fitness of use for any products for which there is a question.

### ACCEPTABLE PAYMENT TERMS

Suite Distinction accepts payment via credit card, paper check, or electronic transfer. Payment terms vary by product type and customer type.

Full prepayment is required for:

1. Custom products which are manufactured for a specific customer and for which there are not additional potential customers.
2. Any product which is manufactured with a custom logo or inscription of any type
3. Customer for whom Suite Distinction deems a financial risk

Net 30 payment terms may be offered for:

1. The sale of stock inventory items
2. Customer for whom Suite Distinction does not deem a financial risk

Additional payment terms which are negotiated require the agreement and signature of the Suite Distinction LLC President.

Suite Distinction, at its sole discretion, has the right to cancel specific orders if a product price is incorrect.

### WARRANTY

Suite Distinction designs and manufactures amenities and accessories with exacting quality specifications. We provide high quality products which exceptional shelf life, when the products are used as intended. Please inquire about our product performance in the field if you have any questions about anticipated shelf life. Please inquire about the intended use and handling if you have any questions.

If product performance does not meet your expectations, please contact a Suite Distinction representative at:  
Toll-free: 877-453-2170

Suite Distinction may ask that you return an example of the product quality that is in question for quality investigation and root cause analysis. Suite Distinction stands behind its high-quality products when handled properly and used as intended. The root cause analysis serves to identify the root cause of any quality issue. If it is found that design or manufacturing quality is the root cause of a quality issue, Suite Distinction will make every effort to make the situation right. This could include product replacement, a refund of purchase price or some portion of purchase price (scaled over time in use), or an effort to repair the product in question.

### APPLICATION OF TERMS AND AGREEMENTS

No oral or written agreements can supersede this Terms and Conditions agreement.