



GUARANTEED SALE POLICY

COMPLETE DSL guarantees the sale of most products that we sell to our valued retail customers. From time to time, there will be optional pre-booked displays of non-food products that will be specified as not guaranteed on our marketing materials, otherwise we will guarantee all products sold.

Any perishable product that is stored in a COMPLETE DSL supplied cooler or freezer will be guaranteed in the case of equipment failure, although it would be courteous for the retailer to attempt to salvage the product in an alternative storage area.

There are a few scenarios where COMPLETE DSL cannot be held responsible for guaranteeing the product. However we do guarantee all products that are subject to a manufacturer's defect or recall.

- 1) Dry goods with a delivered shelf life of 6 months or more need to be on the shelf for a minimum term of 120 days before we can restock the product. Any restocks required before 120 days of the product being offered for sale by the retailers will be subjected to a \$25 restocking fee.
- 2) Items need to be visible to the retailer's customer (end consumer) to be guaranteed (self-serve)
- 3) Items that are sold above the COMPLETE DSL suggested retail price will not be guaranteed
- 4) Retailers who have been unable to open their store for a duration of time cannot have their product guaranteed
- 5) Retailers that are not on a regular call cycle on our sales routes cannot have their product guaranteed
- 6) Order desk customers or customers who create their own order without any input from our Territory Managers cannot have their product guaranteed
- 7) Seasonal customers that hold product through the off season will not be subject to a guaranteed sale at the beginning of the next opening season
- 8) Products cannot be restocked when the product is selling to everybody's satisfaction when the customer decides to switch their supplier of said product
- 9) We do not return product sold by other distributors.
- 10) Displays and/or products that have been tampered with by parties unaffiliated with COMPLETE DSL (other suppliers or retail customers) will not be guaranteed.

Our drivers are only authorized to credit stock that is missing or mis-picked on an order that they are delivering, and fully sealed cases that the customer wishes to restock into our warehouse.

Our office is only authorized to credit stock that is missing or mis-picked on an order that has been delivered within the past 48 hours.

All other types of credits must be issued on site by our Territory Manager, including stale dated products, credits related to equipment failures, less than full case returns and manufacturers defects.



Complete Distribution OWNED DISPLAY EQUIPMENT POLICY

COMPLETE DSL offers our valued retail customers display equipment at no charge to assist our mutual sales growth as we are partners in profit.

COMPLETE DSL Owned Glass door display coolers

COMPLETE DSL Will place glass door coolers on loan in customer locations that can qualify for the placement. COMPLETE DSL owned coolers must be merchandised exclusively with products purchased from COMPLETE DSL. COMPLETE DSL is responsible for maintaining the cooler while it is on site at one of our retail customers. COMPLETE DSL is not responsible for damages to coolers that occur while the cooler is in the care of the customer beyond normal wear and tear. COMPLETE DSL does not provide coolers to customers that are not serviced by our DSD sales staff. COMPLETE DSL will offer replacement product at no charge in the event of an equipment failure, although it would be appreciated if the retailer could safely store the product until the replacement equipment or repairman arrives on site. Our customers are required to replace the equipment if it is destroyed while in the customer's care (Ex. fire or theft) and we recommend that the customer insures the cooler.

Minimum purchase requirements in qualify for a loaned cooler

Single Door Cooler - \$7200 in annual purchases of product sold from the cooler itself (\$600 a month)

Double Door Cooler - \$10000 in annual purchases of product sold from the cooler itself (\$833 a month)

Customers who have overall annual purchases in excess of \$30000 annually can automatically qualify for a cooler placement.

All cooler placements must be approved by Steve Schultz, President.

COMPLETE DSL Owned Freezer Equipment

COMPLETE DSL will place Novelty Ice Cream Freezers on loan in customer locations that can qualify for the placement. COMPLETE DSL owned freezers must be merchandised exclusively with products purchased from COMPLETE DSL. COMPLETE DSL is responsible for maintaining the freezer while it is on site at one of our retail customers. COMPLETE DSL is not responsible for damages to freezers that occur while the freezer is in the care of the customer beyond normal wear and tear. COMPLETE DSL does not provide freezers to customers that are not serviced by our DSD sales staff. COMPLETE DSL will offer replacement product at no charge in the event of an equipment failure, although it would be appreciated if the retailer could safely store the product until the replacement equipment or repairman arrives on site. Our customers are required to replace the equipment if it is destroyed while in the customer's care (Ex. fire or theft) and we recommend that the customer insures the freezer.

Minimum purchase requirements to qualify for a loaned freezer

5 basket novelty freezer - \$3000 in annual purchases of product sold from the freezer itself (\$250 a month)

Customers who have purchases in excess of \$30,000 per year can automatically qualify for a freezer placement.

All Freezer placements must be approved by Nathan Nicolas, Director of Sales



Third party Cooler and Freezer Equipment (Red Bull and Unilever Ice Cream)

COMPLETE DSL will place equipment owned by a third party on loan in customer locations that can qualify for the placement. COMPLETE DSL must enforce the Planograms set forth for the equipment by the third party. Third party placements are approved by our principles and are not at the discretion of COMPLETE DSL.

COMPLETE DSL Owned Display Racks

COMPLETE DSL will place display racks in retails at no charge. These products must be merchandised exclusively with COMPLETE DSL products. These racks do not require insurance and there is no responsibility to the customer for replacement if they are destroyed accidentally.