# CUSTOMER INFORMATION

Worldwide Sporting Goods ‑ Your One Stop Sports and Leisure Source

## Products Distributed by Worldwide Sporting Goods

Worldwide Sporting Goods manufactures the finest equipment, clothing and supplies available. For items not produced by Worldwide Sporting Goods, we stock only first‑quality merchandise supplied by leading Sporting Goods Manufacturers.

### Sporting Equipment

We produce a full line of baseball, basketball, fishing, football, hockey, lacrosse and soccer equipment. All equipment comes with a one year limited warranty. (See specific item warranty for details.)

Worldwide Sporting Goods also distributes tennis and racquetball equipment manufactured by Olympic Racquet Company, and skating equipment produced by National Skates, Inc. Because we order in large quantities, we are able to pass the savings along to you, our customer.

### Clothing

We manufacture our own high quality clothing and uniforms endorsed by many professional athletes. Worldwide Sporting Goods uses only the best material and fabric in creating our complete line of sportswear for baseball, basketball, football, hockey, lacrosse, tennis, soccer and softball players, as well as swimmers and cyclists.

### Supplies

Our selection of game‑related supplies (tape, mouth‑guards, ice‑packs, ointment, etc.) is almost unlimited. Once again, because we order in large quantities, we are able to pass the savings along to you, our customer.

### Memorabilia

In addition to equipment, clothing and sports supplies, Worldwide Sporting Goods stocks a tremendous selection of baseball cards, posters and pictures (some autographed) and commemorative programs. Special orders are also available, with a four to six week delivery schedule.

## Benefits of Worldwide Sporting Goods

There are many reasons for stocking your store with Worldwide Sporting Goods products. Worldwide Sporting Goods, one of the largest manufacturers and distributors of sporting goods worldwide, offers:

Product Features

* highest quality products
* superior selection
* competitive pricing
* unmatched product warranties

Service Features

* outstanding service
* friendly customer support
* stock control
* cooperative advertising agreements
* semi‑annual promotions
* well‑trained, knowledgeable sales staff

Advertising Agreement

Item 1 Worldwide Sporting Goods District Sales Representative and store Manager will meet quarterly to plan any advertising to be placed in store circulars and local newspapers, or on television and radio.

Item 2 Initial advertising budget ‑ 20% of opening order (to be matched by The Customer.) If customer does not match advertising, budget is reduced to 10% of order.

Item 3 Thereafter, Worldwide Sporting Goods will co‑op on a 50‑50 basis provided your account has advertising accruals available (exceptions must be approved by Regional Manager.)

Item 4 Advertising for Special Promotions available based on 10% of purchase of promotional merchandise.

## Terms and Conditions of Sale

The following terms and conditions govern all transactions between Worldwide Sporting Goods and the Customer. Any change in terms and/or conditions, whether oral or written, must be approved by the management of Worldwide Sporting Goods.

**Delivery**:

All shipments FOB Worldwide Sporting Goods regional warehouse. Unless previous arrangements have been made, shipments will be made by the most economical method.

**Payment**:

Net 30 days.

**Minimum Order**:

$250.00 net. Minimum reorder is $100.00 net. A surcharge of 3% of order will be applied to all orders below the minimum. To avoid a surcharge, please ensure that orders meet minimum requirements. The customer is responsible for consolidating smaller orders to meet minimum requirements.

**Returns**:

Prior to returning merchandise, obtain a return authorization label from your Worldwide Sporting Goods sales representative or from the Worldwide Sporting Goods Customer Service department. No exceptions will be made to this rule. Shipping costs for merchandise returned to Worldwide Sporting Goods without an authorization label are the responsibility of the customer. Worldwide Sporting Goods has the right to refuse unauthorized returns and is not responsible for the shipping costs of such returns.

Authorized returns must be sent prepaid. The customer will be reimbursed for shipping costs, provided the merchandise is returned unopened and in its original packaging. It is the responsibility of the customer to pack goods properly so that all returned merchandise is undamaged. All returned merchandise is subject to a 15% handling charge, unless the goods are being returned because they were received by the customer in damaged condition or were defective.

**Prices**:

Subject to change, without notice. Merchandise will be billed at the prices that appear on the current Worldwide Sporting Goods price sheet on the day of shipment.

**Breakage and Loss**:

If goods become damaged en route from the regional Worldwide Sporting Goods warehouse to the customer site, claims should be made against the carrier. It is the responsibility of the customer to report such damage to the carrier, usually within 30 days of shipment.

**Cancellation**:

Order cancellations must be made prior to shipment of merchandise.