



Rug Trade Program - Terms and Conditions

Welcome to the Hadinger Flooring Rug Trade Program for home industry professionals. Before proceeding with your application, please review the following terms and conditions. Your enrollment in the program constitutes agreement to these terms and conditions.

For questions or additional information, please contact a Hadinger Rug Expert by calling 239-566-7100.

1. ELIGIBILITY

1.1 The Hadinger Flooring Rug Trade Program ("Program"), valid exclusively at Hadinger Flooring of Naples (6401 Airport-Pulling Rd N, Naples, FL 34109), is open to home industry trade professionals in southwest Florida, including interior designers, decorators, architects, and similar.

1.2 Applicants must provide proof of professional credentials at the time of application.

2. ENROLLMENT

2.1 To enroll in the Program, applicants must complete the required Application, W-9, and Credit Card Authorization Form, and agree to the Program Terms & Conditions. Tax-exempt businesses must also provide a valid Florida State Resale Certificate. The documentation can be submitted online at www.hadingerflooring.com/trade or in-person at Hadinger Flooring of Naples.

2.2 Hadinger Flooring reserves the right to approve or deny any application at its sole discretion.

2.3 Upon approval, members will be contacted by a Rug Expert who will outline the benefits and usage of the Program.

3. BENEFITS

3.1 Members of the Program are entitled to exclusive trade pricing on all stock, special order, and custom-made area rugs at Hadinger Flooring of Naples, as well as personalized priority sales support, tax-exempt purchasing (if eligible), white glove delivery and setup services, and free samples and swatches. Additional benefits may be applied, as available.

3.2 Trade pricing cannot be combined with other offers, sales, coupons, promotions, or discounts unless expressly stated.

3.3 Members may receive invitations to industry events.

4. MEMBER RESPONSIBILITIES

4.1 Members must place orders through their designated Rug Expert when making purchases to receive trade pricing and benefits.

4.2 Members are required to maintain accurate and up-to-date records throughout their participation in the Program. This includes ensuring that a current credit card and resale certificate (if applicable) are on file at Hadinger Flooring at all times.

4.3 Members are responsible for maintaining the confidentiality of Program pricing and benefits and any account information.

4.4 Misuse of the Program, including but not limited to using the benefits for personal purchases or sharing Program pricing and benefits with non-members may result in termination of membership.

5. ORDERS & PAYMENTS

5.1 All orders must be placed directly through the Member's designated Rug Expert. Orders may be placed in-person, by phone, or by email.

5.2 Payment terms and conditions for stock rugs will be communicated at the time of order placement. A minimum 50% deposit is due at the time of purchase for special orders and custom rugs; the balance is due prior to delivery or pickup. Invoices that remain unpaid for a period exceeding 30 days, during which the Member or the Member's client retains possession of the merchandise, will be automatically charged to the Member's credit card on file.

5.3 Any changes to stock orders, including cancellations or modifications, must be communicated promptly to Hadinger Flooring and may be subject to additional fees. Special orders and custom rugs may not be cancelled, exchanged, refunded, or returned.

5.4 Members are accountable for ensuring prompt payment to Hadinger Flooring for all orders where membership benefits are applied.

6. SHIPPING & DELIVERY

6.1 Estimated manufacturer shipping terms for special orders and custom rugs will be provided at the time of order and are subject to product availability.

6.2 Hadinger Flooring is not liable for shipping delays due to backorders, unforeseen circumstances or events beyond our control.

7. RETURNS & EXCHANGES

7.1 Stocked rugs may be returned or exchanged within 48 hours of purchase or delivery, in new condition. Rugs that require a pickup or that are returned after 48 hours may be subject to an additional charge or restocking fee. Members should contact their designated Rug Expert for specific instructions.

7.2 Special orders and custom rugs may not be returned or exchanged for any reason. In the event of a manufacturing defect, a replacement will be provided.

8. PRIVACY & CONFIDENTIALITY

8.1 Hadinger Flooring is committed to protecting your privacy. Personal information provided during the enrollment and use of the Program will be handled in accordance with our Privacy Policy.

8.2 Members agree to keep all Program-related communications, pricing, and benefits confidential.

9. GENERAL PROVISIONS

9.1 Hadinger Flooring's failure to enforce any right or provision of these Terms and Conditions does not constitute a waiver of such right or provision.

9.2 If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

By participating in the Hadinger Flooring Rug Trade Program, I acknowledge that I have read, understand, and agree to the Terms and Conditions contained herein.

Print Name

Signature

Date