

Boss Online, Inc RETURN GOODS POLICY
Effective January 1st, 2006

1. All returns must be accompanied by a Return Authorization # (RA). All return authorization requests should be made to the Customer Care Center. All returns must be in original carton or tote and labeled with your name, account number and the assigned RA. All cartons must be sealed and labeled with return labels provided. **DO NOT WRITE THIS INFORMATION ON THE MANUFACTURERS' BOXES.**
2. All returns need to be requested within 30 days of order date to prevent a restocking charge, and returned within 15 days of RA issue date. Customer Error items will be assessed restocking charges as follows:
 - ◆ 1-30 days 0%
 - ◆ 31-120 days 15%
3. Customer Error Merchandise – Boss Online, Inc will happily issue credit for returned merchandise provided the product is in resalable condition. Resalable is assumed by us to mean an item **you would use with confidence in your own office**. Please refer to the "Guidelines for Return of Resalable Merchandise" for a complete description of resalable conditions.
4. All damaged merchandise needs to be reported within 5 days of receipt of merchandise. An exact description of the damage should be included on the RA request.
5. Special orders of non-stock merchandise, food, pharmaceuticals, dated goods, furniture setup orders, factory authorized installation manufacturers, custom stamps and some technology items **are not returnable** unless it is determined that the wrong product was shipped.
6. All warehouse errors (wrong fills and shortages) need to be reported within 10 days of receipt of merchandise and need to be called in or entered against the specific invoice that the error occurred on.
7. Defective items must be reported within 30 days.
8. If you receive merchandise that you did not order or that otherwise does not belong to you, please notify our Customer Care Center. Boss Online, Inc will provide an "overship" label to be placed on the merchandise for return to our distribution center. No credit is due.
9. Discrepancies with your credit memo that occur after merchandise has been returned should be reported within 30 days of receipt of credit memo. Prompt reporting of any credit memo discrepancies will allow us to more efficiently investigate and track the returned product through our distribution centers.

**GUIDELINES FOR RETURN OF
RESALABLE MERCHANDISE**
Effective August 1, 2005

THE ITEM

- ◆ Item must not be assembled.
- ◆ Item must be clean and free of dents, scratches, holes, tears, cracks, stickers, labels, price tags, etc.
- ◆ The item must be unused.
- ◆ All parts, hardware, instructions, warranty cards, power cords, etc., must be included.
- ◆ The item must be in its original packaging. This includes the box or carton in which it came in, wrap, protection, or sleeve supplied by the manufacturer.

CARTON AND PACKAGING

- ◆ Each carton must have RA sticker or a pallet label affixed.
- ◆ The manufacturer's carton must be free of writing, such as "Sold To", RA #, or "Return To", etc. (Please use return labels.)
- ◆ The carton must be free of holes, cuts, tears, etc.
- ◆ The carton must be free of excessive tape or odd tapes (i.e. duct or Christmas tape, etc.)
- ◆ Furniture cartons must be opened properly. Preferably by opening the carton flaps. Never cut the furniture cartons around the bottom or down the sides.
- ◆ All internal packaging (i.e. bubble wrap, cardboard corners, tops and side strips) must be in place.
- ◆ **Do not write RA #'s, consumer information, or other information on the manufacturer boxes as this will make it non-returnable or not resalable.**

KNOCK DOWN ITEMS

- ◆ Ready to assemble furniture is not returnable if the manufacturer's carton has been opened and the merchandise has been assembled.

ELECTRONICS

- ◆ Electronic items are covered by manufacturer's warranty. These manufacturer terms and conditions are enforced on Boss Online, inc. In situations whereby the manufacturers will not honor credit due us. We reserve the right to deny such credit to the Customer. Warranty information is provided with the product.
- ◆ We want to make every effort to handle these items. However, most manufacturers only offer repair service and we cannot sell manufacturer repaired product to you as new.

Privacy Policy

It is the policy of Boss Online, Inc, Inc. to protect your privacy while gathering information. We want to provide a safe and secure environment for you to transact business. Boss Online, Inc, Inc. uses Secure servers and the most advanced encryption technology, Secure Sockets Layer (SSL), in all instances in which sensitive information accessed on our website (credit card numbers, addresses, etc.). We will not under any circumstances share or sell information gathered at www.bossonline.com

Pricing Errors

We make every effort to present accurate and reliable information in our catalogs and on our website. Pricing is subject to change. It is possible that product descriptions and pricing errors may occur in either publication (website or catalog). Boss Online, Inc, Inc. reserves the right to correct any and all pricing errors we are aware of. We are under no obligation to honor the price of the miss-priced product. We will inform our customers of any pricing changes and allow the option of returning the product (following all return guidelines) at the corrected price or canceling the order.

Delivery Policy

An estimated delivery date will be provided after your order is placed.

These dates vary due to carrier shipping practices, delivery location and the items you order. Products may be delivered in separate shipments.

Delivery dates noted apply to orders placed by 4:00 p.m. local time and where credit approval and product availability are confirmed by 5:00 p.m. on the same business day* that the order is placed. Items shipped direct from the vendor may require an earlier order placement time. You will be notified of the estimated delivery date in a confirmation e-mail.

Boss Online catalog, Web site businesses are operated within the continental US for customers within the US and therefore do not ship or bill to international addresses.

Certain Boss Online items originate directly from carefully selected vendors and manufacturers. In many instances, delivery personnel will deliver your order to your entrance. Other items are pre-stocked at warehouses around the country and delivered by a common carrier. For these items a loading dock is needed. If one is not available, delivery personnel will bring your order to the tailgate of the truck and you are responsible for unloading the items and bringing them into your building.

*Business days are defined as Monday through Friday, except holidays.

Rush Delivery Policy

We want to provide the best service even in the case of emergencies. If you need same day delivery service for our in stock items, please add \$60 to your order total. This will allow delivery no later than 3:00 on same day order placement. We do need a 3 hour window for this service! Items picked up from our Carol Stream Warehouse will also add a rush fee for the service to their invoice. At this point in time, we will review on a case by case basis. Call a customer service representative for further assistance.

Ordering Policy

Orders placed after 4:00 p.m. Central Standard Time will not be delivered the next day, but the following business day. Please contact customer service if you need your order delivered the next day: (800) 444-2677.

Price Matching Policy:

WE DO MATCH COMPETITOR PRICES WHEN NECESSARY! Please fax or email us a copy of the coupon or special offer we are to match. Online purchases are not eligible for price matching. Please phone or fax your order to us along with your special offer so that we can ensure that your price is matched correctly.

Service Policy:

Boss Online, Inc can assist you with many of the issues that you face with your office furniture. It is the policy of Boss Online, Inc, to charge a minimum of \$25 for service jobs such as: Repair work, assembly of furniture items, repairs for warranty work. Products under 1 year old are fixed at no cost to the customer if purchased from Boss Online, Inc, Please call to make an appointment and we will schedule you for an initial contact within a week of your initial request.

Payment Terms:

Our payment terms are Net 30 days. Your prompt payment allows a continuous flow of business with our company. In the event that your account becomes past due, Boss Online, Inc, reserves the right to place your account on a temporary hold. Failure to pay balances over 90 days past due will result in collection proceedings.

Thank You!

Our hours of operation are Monday thru Friday from 7:30 a.m. until 5:00 p.m. Orders placed on holidays or weekends will be delivered within 2 business days.

If you have any questions, please contact Customer Service.