

Preferred Customer Savings and Referral Program

FAQ

What kind of program is this?

This is a membership program designed to create consumer awareness for our quality seafood products through product sampling and referral incentives

What are the benefits of membership?

1. Discounts on all products offered by Laruche Imports, Inc., including savings of over \$200.00 per 100-lb bale of Stockfish;
2. \$50.00 Referral Commission, per Referral, per year payable one time.
3. Free shipping to any destination within the United States (see shipping policy for details);
4. 24 Hour online access to account information

How much is the registration fee?

\$99.00

How long is the membership term?

12 calendar months from the date of registration

Can I renew my membership upon expiration?

Yes. If you signed up any referral, you must renew your membership on or before the last day of the membership expiration month in order to remain current and retain your referrals. Failure to renew promptly would result in the membership termination and loss of membership benefits/privileges, including a permanent loss of referrals and referral commissions.

What happens if I allow my membership to expire?

You lose all membership benefits/privileges, including a permanent loss of all referrals and any unredeemed referral commission on your account prior to the expiration date. You have until the last day of the calendar month that your membership expires to renew the membership and avoid any loss of membership benefits/privileges.

Can I regain my Referrals if I renew after my membership has expired?

Yes. You have until the last day of the calendar month that your membership expires to renew the membership and avoid any loss of membership benefits/privileges. Failure to renew by midnight on the last day of your membership expiration month would result in

the membership termination and loss of membership benefits/privileges, including a permanent loss of referrals and referral commissions.

Can I regain my Referrals if I renew after my membership has terminated?

No. Failure to renew your membership by midnight on the last day of your membership month of expiration would result in the membership termination and loss of membership benefits/privileges, including a permanent loss of referrals and referral commissions.

Can I change my sponsor after enrolling?

No. Your sponsor's information is required at the time of your registration and cannot be changed at your discretion.

If my membership is current, do I retain my referral whenever they renew?

Yes.

How much is the renewal fee

\$99.00 if you have no referral. If you have one or more referrals, you can renew by paying a membership renewal fee equal to the amount paid in the expiring term, plus a \$25.00 Referral Service Fee. Payment of the Referral Service Fee allows the Preferred Customer to retain his/her non-delinquent/un-expired referrals in the renewed term.

Can I get a refund of my membership fee if I chose to terminate my membership?

No. Membership fees are not refundable.

Can I transfer my membership?

No. Membership is non-transferable.

After signing up a referral, how soon can I start receiving referral commission?

The following calendar month you will receive a one time payment of \$50.00 for the year.

Do I have to do anything to receive my referral commission?

No. We will mail out your referral check on the 15th of the calendar month following the registration of your referral.

Does my referral have to do anything for me to receive my referral commission?

No. As long as your membership and that of your referral is current your referral commission is guaranteed.

How long before I receive my referral commission check?

We will mail out your referral commission check on the 15th of the calendar month following the registration of your referral. FedEx delivers in 1 to 5 business days.

If I misplace my referral commission check will you replace it?

Yes, we will however charge you a \$35.00 fee to cover our bank charges for putting a “Stop Payment” on the lost or misplaced check.

Do you charge a fee for returned checks?

Yes, we charge \$35.00 per returned check.

What are the promotional samples to choose from?

You can choose from the following list of promotional samples: 6-pack variety case of Tuna Salad, 8-Pack variety case of Tuna, 10-pack variety case of Sardines, 1.5-lb case of Stockfish or Stockfish bits.

Can I sign up a referral in Canada

Yes you can, but shipments to Canada attract additional charges to cover international freight and tariffs. Please check our website for current rates and details.

If I share a bale of stockfish with friends at different addresses, can you ship to each of us for free?

No. Members are entitled to one Free Shipping of Stockfish, per order (to any destination greater than 50 miles from our Houston Warehouse). Once a part of the order has been shipped to any destination, additional shipments to other destinations will attract a shipping charge of \$30.00 per destination.

I reside within a 50 mile radius of your warehouse in Houston, Texas; do I get free shipping on my orders?

You get free shipping only on the promotional sample packs. You do not get free shipping on Stockfish orders. You are expected to pick up your stockfish from our warehouse.

How long will it take until I receive my order?

All orders ship within 48 hours via FedEx Home Delivery or FedEx Ground (except the 4-pack canned fish which is shipped by USPS priority mail). Depending on your location you should receive your order between 1-5 business days from the shipment date.

What is your return policy?

We will exchange or refund the purchase price (excluding shipping & handling) for any product that does not meet your expectations as long as the item has not been opened and

if returned within 30 days of purchase in its original packaging. The product must appear normal without any sign of abuse. Please contact us at returns@larucheimports.com for a Returns Authorization Code before returning any product.

- All stockfish sales are final. However if you have any problem with your stockfish please call the customer service line at 800-430-8418 within 48 hrs of delivery to discuss and resolve your concerns.

Of course if the incorrect product is shipped, or the product is defective; we will exchange or refund the purchase price (including shipping & handling)

What if you are out of something I order?

We will contact you if your order contains backordered items or products that were just sold out. If the product is on backorder, we will let you know how long it will take to come back into stock and it will be your choice to either cancel the order or keep it open.

What if I need my order sooner?

If you need your order by a specific date please call our customer service department and we will be glad to give you the best shipping options and costs available to make your order.

Will I receive confirmation of my order?

If you include your valid email address when you placed your order, you will receive a confirmation summary of your order and your order number.

Is my personal information kept private?

Laruche Imports is committed to keeping your personal information private. We will not sell or transfer any of your personal or business data or transaction records to any outside parties.

Do I have to pay taxes on my referral commissions?

Yes. The referral commission represents taxable income from our program. All United States residents are sent a Form 1099 at the end of the year for tax purposes.

I have additional questions. What is the best way to get them answered?

Our customer service personnel are here to assist with answering your questions. Please contact us at 713-995-9090 (Toll Free: 1-800-430-8418) Monday – Friday from 9:00 am to 5:00 pm (CST) or you may also Contact us via email at sales@larucheimports.com.