



Date: November 1, 2018

*Join the excitement...
Enroll in the Laruche Imports' Preferred Customer Program and receive Wholesale Pricing and Free Shipping!*

PREFERRED CUSTOMER PROGRAM

The Laruche Imports' Preferred Customer Program is a membership program that allows us to partner with our loyal customers to serve the seafood needs of their friends, family members, and local communities. It is a great business opportunity for financially motivated individuals who desire financial success.

It is common knowledge that for any company to succeed in today's environment, it must invest a significant amount of resources in advertising and/or marketing. This membership program is a marketing concept that is based on our simple belief that "Word of Mouth" is the best form of advertisement. As an alternative to spending millions of dollars on media advertising, we are investing our advertising budget in program benefits that empower our preferred customers to generate significant income by partnering with us to serve the seafood needs of their community.

PROGRAM HIGHLIGHTS

Initial Registration Fee: \$199.00 **Registration Renewal Fee:** \$99.00

Membership Term: 1 Year

MEMBERSHIP BENEFITS:

1. Wholesale Pricing on all products offered by Laruche Imports, Inc.;
2. Free shipping within the United States (see Shipping Policy for details);
3. Full customer support during normal business hours: 9:00am – 6:00pm CST
4. 24-Hour online registration and access to account information.



Since 1853

THE QUEEN OF THE COAST® BRAND...The World's Finest Seafood Product!

Distributed by: LaRuche Imports, Inc.

9314 Summerbell Lane • Houston, Texas 77074 • 713-995-9090 • 1-800-430-8418 • Fax: 713-995-1937

www.Larucheimports.com

MEMBERSHIP TERMS & CONDITIONS

1.1 To become a Preferred Customer, a registration and a membership fee of \$199.00 are required. As a Preferred Customer, you will receive Wholesale Pricing and Free Shipping within the United States. You can purchase any Laruche product at the discounted member price, add your profit margin, and have the product shipped at no extra cost to friends, family members, or clients.

2.1 MEMBERSHIP RENEWAL: The membership fee for the initial 12-month term of the Preferred Customer Program is \$199.00. Upon expiration, the membership can be renewed for \$99.00/year.

3.1 MEMBERSHIP TERMINATION: Failure to pay the membership renewal fee by the expiration date of any 12-month membership term will result in an automatic termination of the membership. If terminated, the customer loses all membership benefits/privileges, including, but not limited to Wholesale Pricing and Free Shipping. A terminated membership account can be renewed upon payment of \$99.00 membership renewal fee.

4.1 The Preferred Customer is not an employee or affiliate of Laruche Imports, Inc.

4.2 The membership fee is non-refundable, and the membership benefits are non-transferable.

4.3 Laruche Imports, Inc. reserves the right to change any of the Preferred Customer Program requirements and benefits, including but not limited to Product Pricing, Membership Fee, etc., without prior notice.

4.4 There is a \$35.00 NSF fee for any customer check that is dishonored by the financial institution, in addition to attorney's fees and/or any other collection costs incurred by Laruche Imports, Inc.

5.1 SHIPPING POLICY: Laruche Imports ships all orders by UPS Ground, and every product we ship is packed in accordance with UPS shipping standard.

- We strive to ship our products within 1-2 business days from the order processing date. If an order is placed early in a business day it usually ships out the same day.
- As soon as your product is shipped you will be sent an e-mail containing the UPS tracking number of the shipment. All UPS shipment tracking should be handled directly with UPS referencing the shipment's tracking number. Please check your e-mail for your shipment's tracking number or contact Laruche Imports' Customer Service Dept.
- Shipping is free for Preferred Customers except for re-shipment of unclaimed or returned items that resulted from no fault of Laruche Imports, Inc. Free shipping excludes destinations within 50-miles of Laruche Imports' warehouse in Houston, Texas. There is a minimum delivery charge of \$50.00 (maximum of 5 packages) for local delivery to any Preferred Customer located within 50 miles from the Laruche Imports' Houston warehouse. Orders will not be shipped on holidays or weekends.

6.1 RETURN POLICY: We will exchange or refund the purchase price (excluding shipping & handling) of any canned fish product that does not meet your expectations, if returned within 30 days of purchase and in its original packaging. The product must appear normal without any sign of physical damage or abuse. Please call our customer service, 713-995-9090 (Toll Free: 1-800-430-8418) or contact us at returns@larucheimports.com for your Returns Authorization Code before returning any product.

• All stockfish sales are final. However if you have any problem with your stockfish please call our customer service, 713-995-9090 (Toll Free: 1-800-430-8418) 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).

7.1 BACK-ORDER POLICY: We strive to ship our products within 1-2 business days from the order processing date. If an order is placed early in a business day it usually ships out same day. If a product is out of stock or on back-order, we will notify you of the expected ship date by e-mail or telephone, giving you the opportunity to decide whether to cancel the order or hold it on back-order. If part of your order is in stock, you may receive an initial partial shipment of the order, pending our receipt of the back-ordered items (with your approval). Back-orders typically ship within 1-6 weeks because the products are imported from Europe and have up to 4 weeks transit time.

8.1 DAMAGED GOODS POLICY: All products are inspected before shipping, but damages may occur during shipping. If a product is received in a damaged condition, it must be reported to the shipping company at the time of delivery, and to Laruche Imports, Inc., at: sales@larucheimports.com or phone: 713-995-9090 (Toll Free: 1-800-430-8418) within 24 hours from the delivery date. All boxes and packing material must be saved. It is possible that the shipping company may want to inspect these materials when processing the damaged goods claim. A replacement product will be shipped to you upon our retrieval of the damaged goods.

9.1 PRIVACY STATEMENT: For each visitor to our website, our server automatically recognizes and registers information regarding the domain, IP address and/or e-mail address. We collect the e-mail address of those who communicate with us via e-mail, the aggregate information on what pages the consumer access or visit, user specific information on what pages the consumer access or visit and information volunteered by the consumer, such as order information, survey information and/or site registrations.

- The information we collect is used to improve the content of our website, used to customize the content and/or layout of our web page for our customers, and used by us to contact our customers for marketing purposes.
- If you do not want to receive e-mails from us in the future, please let us know by sending an e-mail that you do not want to continue to receive e-mails.

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To enroll, please contact our Customer Service Department at 713-995-9090 (Toll Free: 1-800-430-8418).



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