



# Reimbursement schedule

Thank you for placing your order with SherpTek. We understand that ordering a custom product is no small commitment for our customers, and we in turn are committed to delivering the quality design and product you've grown to expect from us.

As a small business designing and building custom products, supply chain issues tend to hit us harder than larger cookie-cutter manufacturers. We use proprietary, custom materials for our beds and will not compromise on quality of materials or processes; this can lead to things take longer than planned. Please understand there are factors outside of our control (2020 proved that time and time again). And as unforeseen events can cause hiccups for us as a business, we acknowledge they also occur in our customers' lives. As such, we want you to understand the details of how/why we've structured our reimbursement schedule the way we have in an effort to keep it fair for all parties involved.

Planning your order in our production schedule begins the second week from signing, as our custom design utilizes our own proprietary, custom materials that have long lead times to produce, which is why we cannot refund 100 percent of your down payment after the second week. All order cancellations will be assessed for time and custom material orders, and customers will be invoiced for all administrative, engineering, planning, and ordering time, as well as 25- to 50-percent restocking fees on material and parts depending on how late in the process a cancellation occurs.

Below is a general outline of SherpTek's reimbursement schedule for the cancellation of an order for your custom truck bed system. We strive to be fair to you as we factor in what it takes to operate a small custom manufacturing business. We will do our best to communicate with you, and if you have any questions throughout the process, please do not hesitate to reach out to Rebecca at rebecca@sherptek.com or on her cell at 319-331-9927.

Periods throughout process	Policy
<b>Initial signing period: Date of signed agreement to 10 days out from signing.</b>	Signature and 25 percent down puts customer in queue. Customer has 10 days in which to contact SherpTek at rebecca@sherptek.com and verify with phone call to 541-402-1266 or 319-331-9927 to receive a full refund. Down payment is subject to consulting fees and administration time (\$100/hour) during this period.
<b>Early order period: 10 days from signing to approximately 4 months from completion.</b>	After 10 days \$1,000 is non-refundable in addition to consulting fees and administration time (\$100/hour) as well as re-stocking fees if order is cancelled.
<b>Late order period: Approximately 4 months from estimated completion date.</b>	SherpTek will finalize the scope of build and installation timeline with customer, understanding that the timeline can still fluctuate.
<b>Production period: Approximately 3 months-to-1 month from estimated completion date.</b>	Second 25-percent manufacturing down-payment due, bringing down-payment total to 50-percent of estimate. If payment is not made, customer may forfeit their spot in the production queue. The initial 25% down-payment is non-refundable at this point in the process.
<b>Late production period: 1 month from estimated completion date.</b>	If customer cancels 30 days or less from estimated completion date, initial 25% deposit is non-refundable. Additionally, customer will be invoiced for all administration, consulting, design and material processing time, and a 25-50% restocking fee on materials.
<b>Build completed &amp; final walk-through.</b>	Balance due at time of customer pick up from the SherpTek factory. At the time of pick up we will spend as much time as needed (expect anywhere from 4 to 8 hours) to make sure you fully understand and feel comfortable with your SherpTek system.

*\* Some aftermarket items need to be purchased immediately, and any cancellation will mean these items may be subject to an additional re-stocking fee from the manufacturer; additionally some of these orders may not be able to be cancelled and therefore full payment will be required, and the items can be picked up or shipped at customer's expense.*

## Governing Law and Jurisdiction

This Agreement is governed by the laws of the State of Oregon, U.S.A., without regard to its conflict of laws provisions. Both parties consent to the exclusive jurisdiction and venue of the state and federal courts in Lane County, Oregon, U.S.A.