

TERMS AND CONDITIONS

TERMS: **Net 30 days from invoice date** for established open credit accounts in good standing. Acceptable forms of payments to credit accounts include Cash or Check. All invoices which are not paid within 30 days, and credit accounts which are delinquent, shall be assessed a 1.5% (18% annual) service charge.

DISCLAIMER: ALL GOODS ARE SOLD AS IS. PACIFIC PIPE COMPANY, INC. MAKES NO WARRANTY EXPRESSED OR IMPLIED THAT THE GOODS SOLD UNDER THIS AGREEMENT ARE OF MERCHANTABLE QUALITY OR OF THE FITNESS FOR ANY PARTICULAR USE OR PURPOSE.

Pacific Pipe Company, Inc. will not be liable for any failure or delay in making shipment or delivery caused by any contingency beyond its control, or the control of its suppliers or manufacturers, with whom they have contracted to cover this offer: such contingencies include but are not limited to: labor conditions, material shortages, carrier delays, act of God, fire, weather accidents, or other causes beyond the control of seller, its suppliers and manufacturers.

IN NO EVENT WILL PACIFIC PIPE COMPANY, INC. BE LIABLE FOR CONSEQUENTIAL DAMAGES.

Pacific Pipe Company, Inc. shall not be responsible for any incidental, special or consequential damages caused by its products in any manner whatsoever.

PRICES: Subject to change without notice.

*Pacific Pipe Company, Inc, has the right to withdraw credit terms previously granted and/or withhold shipment of product due to non-payment of invoices.



We deeply value the importance of Collaborative Teamwork.



We believe in the power of Mutual Respect for all.



We encourage Abundant Generosity.

MERCHANDISE RETURN POLICY

Non-returnable items: All non-stock (special order) items, cut items (pipes, hoses, etc.) damaged items and electrical items (controllers, circuit boards) will not be accepted for returns.

Returnable Items: All returned items must be new, clean, in its original packaging and in resalable condition.

Ten Day Return Policy: Customer will have ten days after receipt of shipment to return the purchased items. Within the ten day period, Customer must notify Pacific Pipe Company, Inc. of its intent to return the items and must deliver all returnable items to Pacific Pipe Company, Inc. Customer shall be responsible for all returnable items while in transit. If customer requests Pacific Pipe Company, Inc. to pick up the returned items, Customer may be subject to a pick up fee which shall be determined at the time of Customer's pick up request.

All Other Returns and Return Authorization: Customers requesting to return items beyond ten days after receiving shipment must comply with the following:

- a. Customer must complete the Return Authorization Form and fax or email the completed form to Pacific Pipe Company, Inc.
- b. Customer must attach a copy of the invoice to the R/A form to show proof of purchase.
- c. Customer shall be responsible for all returnable items while in transit. If Customer requests Pacific Pipe Company, Inc. to pick up the returned items Customer may be subject to a pick up fee which shall be determined at the time of Customer's pick up request.
- d. Any acceptance of returned items after ten days will be at the sole discretion of Pacific Pipe Company, Inc. The Customer will be notified of any item(s) that are not acceptable. The Customer has 7 working days to pick up the items or it will be discarded.

Restocking Fee: All items are subject to a 25% re-stocking fee.

NON-STOCK (SPECIAL ORDER) POLICY

A 50% deposit will be required for any special order items. Customer must take delivery within 7 days of arrival.



We deeply value the importance of Collaborative Teamwork.



We believe in the power of Mutual Respect for all.



We encourage Abundant Generosity.

PACIFICPIPE

OAHU BRANCH

1255 KUALA STREET | Pearl City, HI 96782

Bus: 808-455-8700 | Fax: 808-455-8800

<u>Name</u>	<u>Position</u>	<u>E-mail Address</u>	<u>Phone No.</u>
Shaun Yoshizawa	Vice President	shaun@pacificpipe.net	808-380-8355
Michael Hamamoto	VP - Golf	mike@pacificpipe.net	808-380-8349
Mark Metzger	Director of Business Dev.	mark@pacificpipe.net	808-380-8670
Gerred Faisca	Account Manager	gerred@pacificpipe.net	808-380-9080
Mary Fontanilla	Account Manager - WW	mary@pacificpipe.net	808-380-8354
John Gonsalves, Jr.	Account Manager - WW	john@pacificpipe.net	808-380-8353
Mike Nakama	Account Manager - WW	miken@pacificpipe.net	808-380-6794
Keith Yasuda	Account Manager - WW	keith@pacificpipe.net	808-380-8358
Donna Rivera	Account Manager - WW	donna@pacificpipe.net	808-380-8350
Anthony Gonzales	Account Manager - IRR	tony@pacificpipe.net	808-380-8356
Keith Ikeda	Account Manager - IRR	keithi@pacificpipe.net	808-380-6792
Daniel Kanana	Account Manager - IRR	daniel@pacificpipe.net	808-380-4087
Tesha Ota	Account Manager - IRR	tesha@pacificpipe.net	808-380-1199
Jay Riel	Account Manager - IRR	jay@pacificpipe.net	808-380-6106
Lance Rodrigues	Account Manager - IRR	lance@pacificpipe.net	808-380-8352
Glenn Wong	Account Manager - IRR	glenn@pacificpipe.net	808-380-6793
Sherline Yuen	Account Manager - IRR	sherline@pacificpipe.net	808-380-9103
David Nakoa	Purchaser	david@pacificpipe.net	808-380-8351
Bobby Ajifu	Warehouse Manager	bobby@pacificpipe.net	808-380-8357
Dondie Arcangel	Dispatcher	dondie@pacificpipe.net	808-380-8359
Lynn Nishiki	Accounting - AP	lynn@pacificpipe.net	808-380-8360
Lia Davis	Accounting - AR	lia@pacificpipe.net	808-380-4528
Kristi Miwa	Accounting - AR	kristi@pacificpipe.net	808-380-2452
Shannon Woodward	Accounting - AR	shannon@pacificpipe.net	808-380-0023

MAUI BRANCH

92 PULEHU PLACE | Kahului, HI 96732

Bus: 808-877-5800

<u>Name</u>	<u>Position</u>	<u>E-mail Address</u>	<u>Phone No.</u>
Ken Ota	President	ken@pacificpipe.net	808-870-7913
Milton Satoshige	Branch Manager	milton@pacificpipe.net	808-283-6552
Adrian Iwamoto	Account Manager	adrian@pacificpipe.net	808-281-4728
John Takitani	Account Manager	johtn@pacificpipe.net	808-264-2016
Michelle Kaina	Account Manager	michelle@pacificpipe.net	808-357-5105
Tyler Tokushima	Account Manager	tyler@pacificpipe.net	808-283-3059
Kory Kawano	Purchasing	kory@pacificpipe.net	808-357-4201
Jason Decambra	Warehouse Manager	jason@pacificpipe.net	808-673-0784
Keili Sato	Administrator	keili@pacificpipe.net	808-866-5413
Charmaine Kahuhu	Executive Assistant	charmaine@pacificpipe.net	808-866-5412

KONA BRANCH

74-4701 KAMANU STREET | Kailua-Kona, HI 96740

Bus: 808-747-8100

<u>Name</u>	<u>Position</u>	<u>E-mail Address</u>	<u>Phone No.</u>
Tim Elisaga	Account Manager	tim@pacificpipe.net	808-557-6063
Dean Evans	Account Manager	dean@pacificpipe.net	808-747-8415
Kaeo Freitas	Account Manager	kaeo@pacificpipe.net	808-747-8474
Aki Smith	Account Manager	aki@pacificpipe.net	808-747-8416
Steve Tomsha	Account Manager	steve@pacificpipe.net	808-747-8417
Stephen Worley	Account Manager	stephen@pacificpipe.net	808-747-8475
Christie Manila	Administrator	christie@pacificpipe.net	808-747-8118

AFTER HOUR EMERGENCIES:

OAHU
John Gonsalves
Shaun Yoshizawa

MAUI
Milton Satoshige
John Takitani

KONA
Stephen Worley
Aki Smith
Kaeo Freitas