

**Bobrick Washroom Equipment, Inc.**  
**Koala Kare Products**  
**GAMCO**

**STANDARD TERMS AND CONDITIONS OF SALE**

**All orders of goods accepted by Bobrick Washroom Equipment, Inc., or any subsidiary or division thereof (collectively, "Bobrick") is subject to these Terms and Conditions. Bobrick's failure to object to any provision of any document used by a Customer relating to the goods purchased shall not be deemed a waiver of any of these Terms and Conditions. Any inconsistencies between these Terms and Conditions and a Customer's purchase order, email communication, or other documentation shall be resolved in favor of these Terms and conditions.**

1. Applicability of Commercial Code. This is a purchase and sale between merchants and the California Commercial Code and Incoterms 2010 rules govern this transaction as provided herein.

2. Credit. Bobrick may, but shall not be obligated to, grant credit terms to Customer. Acceptance of any order is subject to final credit approval by Bobrick. Bobrick reserves the right to cancel any sale if Bobrick deems Customer unable to pay for any products. Bobrick reserves the right, in its sole discretion and without prior notice, to deny, change, or limit the amount or duration of credit to be allowed Customer, either generally or with respect to a particular purchase order, and may require cash payments in advance or security satisfactory to Bobrick.

3. Contingencies. Bobrick is not liable for any failure to make delivery of the goods which are the subject of a customer's order that are caused by circumstances beyond its control which makes such performance commercially impracticable including, but not limited to, acts of God, fire, flood, war, civil unrest, terrorist act, governmental action, accident, labor difficulties, shortages or inability to obtain material, equipment or transportation. In the event Bobrick is so excused from making delivery of such goods, either party may terminate the contract and the customer will, at its expense and risk, return any goods previously shipped to the place of shipment by Bobrick.

4. Title and Risk of Loss. All shipments by Bobrick are made Free Carrier (FCA) at Bobrick's premises as the named place of delivery, Incoterms (2010) rules, whether or not freight charges are prepaid and allowed or prepaid and charged to the Customer. The risk of lost shifts to the Customer at the time of delivery to the named motor carrier. The Customer shall have the exclusive responsibility to make all claims against the motor carrier. Bobrick shall use commercially reasonable efforts to assist Customer with claims against the motor carrier. Title and ownership of the goods shall remain in Bobrick until payment is made in full, including additional charges provided for herein, and Customer expressly agrees to keep in full force fire, theft, and accident insurance for the benefit of both parties as their interests appear on the date of delivery. Customer grants to Bobrick a security interest in all goods ordered from Bobrick, together with all accessions and additions thereto and proceeds therefrom, as security for the payment and performance of Customer's obligations.

5. Sales and Other Taxes. In California, Colorado, Florida, Georgia, New York, Oklahoma, Arkansas, Louisiana, Texas, and Tennessee, sales taxes, if applicable, shall be added to the invoice price covering the customer's purchase in question. In all other jurisdictions, state or local sales or use taxes, if applicable, shall be paid by the customer. In all locations, all applicable federal manufacturer's or other taxes shall be added to the customer's invoice covering the goods which are the subject of the transaction.

6. Insurance. For parcel post shipments, a fee equivalent to insurance charges will be included in the amount added for delivery charges unless the customer's purchase orders states that shipment is not to be

insured by Bobrick. Customers are advised to promptly notify Bobrick in the case of goods damaged or lost in transit so that Bobrick may file the necessary tracer or complaint and help to prosecute the customer's claim against the shipper.

7. Terms of Sale. Unless otherwise agreed to by Bobrick, all monies due Bobrick for sales of goods are due Net 30 days from the date of invoice. If, in Bobrick's opinion, extension of credit for the amount involved is not warranted at the time of shipment, Bobrick may require the customer to change the method of payment for such goods. All payments are to be made in U.S. dollars. Bobrick reserves the right to subject all goods which are not paid for in a timely manner to a late payment charge of up to 1½% per month or, if lower, the maximum rate permitted by law.

8. Prices. Prices stated in Bobrick's published price list and specific quotations are based on Bobrick's cost of labor and material prevailing at the time of issuance. Prices stated in Bobrick's Acknowledgement of Purchase Order are firm for any customer orders that request prompt delivery. Otherwise, if a customer requests definite or indefinite future delivery or if there is a delay in Bobrick's receipt of any approvals that may be required prior to shipment, prices will be subject to escalation to cover Bobrick's cost prevailing at the time of shipment. Any reduction in the quantities shown in the customer's purchase order may result in changes in unit prices of remaining items or cancellation charges to cover Bobrick's expenses and losses incurred. Orders for toilet partitions and non-standard accessories cannot be cancelled or adjusted in quantity without payment of a cancellation/adjustment fee, which fee shall be no less than the sum of all direct and indirect costs Bobrick incurs as a result of or related to such cancellation or quantity adjustment.

9. Changes in Delivery Requirements. If a customer order indicates that the customer will advise Bobrick subsequently of its delivery requirements or if there is a change in the customer's stated delivery requirements, Bobrick requests that the customer notify it at least 60 days in advance of the intended future shipment date.

10. Bobrick's Warranties. All Bobrick products, under normal usage, are guaranteed to be free from defects in material and workmanship for periods which vary by product type. For items sold under the Bobrick Washroom Equipment, Inc., brand, the specific warranty periods and terms are set forth in the "Product Warranties" section of the company's web site ([www.bobrick.com](http://www.bobrick.com)), and are also published in Bobrick's full line catalog. For items sold under Bobrick's Koala Kare Products brand, the specific warranty periods and terms are set forth in the "Product Warranties" section for the Koala Kare Products branded website ([www.koalabear.com](http://www.koalabear.com)). For items sold under Bobrick's GAMCO brand, the specific warranty period and terms are set forth in the "Product Warranties" section for the GAMCO branded website ([www.gamco.com](http://www.gamco.com)). Bobrick's obligation under such warranties is limited to the repair or replacement, at Bobrick's option, of any defective Bobrick product returned by the customer, shipping charges prepaid, to Bobrick's factory within the stated warranty period, unless otherwise stated in such brand's explicit written warranty. Any inconsistencies between these Terms and Conditions and the explicit warranties laid out in each branded website's Product Warranty page shall be resolved in favor of such brands' explicit warranty.

11. Warranty Disclaimer. Except as specifically set forth herein and any applicable Bobrick explicit written Warranty, it is expressly understood that Bobrick makes no other warranties, express or implied, with respect to any Bobrick products. Bobrick expressly disclaims the implied warranty of merchantability and the implied warranty of fitness for a particular purpose: **BOBRICK UNDERTAKES NO RESPONSIBILITY FOR THE QUALITY OF THE GOODS EXCEPT AS OTHERWISE PROVIDED IN THE CONTRACT; BOBRICK ASSUMES NO RESPONSIBILITY THAT THE GOODS WILL BE FIT FOR ANY PARTICULAR PURPOSE FOR WHICH YOU MAY BE BUYING THESE GOODS, EXCEPT AS OTHERWISE PROVIDED IN THE CONTRACT.** If a claim for defective merchandise is found to be valid within the meaning of this warranty, Bobrick will either (1) repair it or (2) replace with an identical unit, or (3) refund the purchase price, at the option of Bobrick. No liability whatsoever shall attach until the product(s) involved have been paid for

in full.

12. Damages and Limitation of Liability: **IN NO EVENT SHALL CUSTOMER OR ANY THIRD PARTY HAVE THE RIGHT TO RECOVER FROM BOBRICK FOR ANY LOSS, DAMAGE, COST OF REPAIR, OR INCIDENTAL, PUNITIVE, SPECIAL, CONSEQUENTIAL OR LIQUIDATED DAMAGES OF ANY KIND (INCLUDING BUT NOT LIMITED TO, LOST PROFITS OR DAMAGES FOR LOSS OF EFFICIENCY OR DELAY TO ANY PROJECT ON WHICH THE GOODS ARE USED OR ORDERED OR INTENDED FOR USE), WHETHER BASED UPON WARRANTY, CONTRACT, STRICT LIABILITY, NEGLIGENCE OR ANY OTHER CAUSES OF ACTION ARISING IN CONNECTION WITH THE DESIGN, MANUFACTURE, SALE, TRANSPORTATION, INSTALLATION, USE, OR REPAIR OF THE GOODS OR SERVICES SOLD BY BOBRICK. NOTWITHSTANDING THE FOREGOING, CUSTOMER AGREES THAT BOBRICK'S LIABILITY, IF ANY, SHALL BE EXCLUSIVELY LIMITED TO BOBRICK'S PREFERENCE OF THE FOLLOWING: REPAIR OR REPLACEMENT OF ANY NON-CONFORMING GOODS, OR REFUND OF THE PURCHASE PRICE PAID FOR SUCH NON-CONFORMING GOODS.**

13. Defaults. In consideration of Bobrick extending credit to Customer, Customer promises full and prompt payment of all indebtedness, obligations, and liabilities of every kind, present and future, incurred by Customer for goods and/or services purchased from Bobrick. Customer's failure to make timely payment of any invoice shall result in Customer's account being deemed in default, which may result in the account being placed on a COD basis, suspended or cancelled in the event of Customer's default, Bobrick may (at its option) declare all indebtedness owed by Customer to Bobrick immediately due and payable. A service charge of 18% per annum (1.5% per month) shall be assessed on all delinquent invoices, or, if lower, the maximum rate permitted by law.

14. Governing Law. The parties agree each purchase order has been entered into in the State of California and all questions with respect to the construction of such purchase order and the rights and liabilities of the parties shall be governed by the laws of the State of California. The parties agree that the exclusive venue and jurisdiction of any dispute, action or conflict arising from or in connection with such purchase order shall be the state and federal courts of Los Angeles, California, USA.

15. Attorneys' Fees and Costs. If a Customer's account is referred to an attorney or collection agency, Customer agrees to pay upon demand, all such costs of collection, including reasonable attorney fees. Further, if any action or proceeding brought regarding the collection of payment, the prevailing party shall be entitled to recover from the other party, in addition to any other costs and relief that may be granted, the reasonable attorneys' fees incurred in the action or proceeding by the prevailing party.

16. Conflicts Between Documents. In the event of a conflict between the terms and conditions of Customer's purchase order or other forms, and these Terms and Conditions, these Terms and Conditions shall control.

Effective: November 1, 2005

Revised: May 1, 2025