



AQUATIC PLANT PROGRAM IS BACK FOR 2012!

We are proudly offering PA Grown Aquatic Plants and Perennials by Black Bear Nursery

2012 DEALER EARLY BUY & IN-SEASON DISCOUNT PROGRAM

We now offer more choices on your early order purchases. Placing orders by vender allows you more flexibility and greater discounts. You will see our early order book is now sorted by vender with each vender having a specific discount level and terms. This will allow you to receive the max discounts on the product you stock the most!

LOOK FOR SPECIAL EARLY ORDER CREDITS AND SPIFFS FROM SELECTED VENDERS!

High Volume Product Discounts are available on Specific Products – Call for Information

3 Ways to SAVE on your 2012 purchases with our ...

IN-SEASON DISCOUNT (ISD) ALLOWANCE PROGRAM

1. Place a \$20,000 or more NET Early-Buy order & SAVE 10% on 2012 In-Season purchases.
2. Place a \$15,000 or more NET Early-Buy order & SAVE 7% on 2012 In-Season purchases.
3. Place a \$10,000 or more NET Early-Buy order & SAVE 5% on 2012 In-Season purchases.

***** Rolled Liner Purchases INCLUDED at all 2012 In-Season Discounts Levels *****

Note: In-Season discount program does not apply to: Plant, Drop Ship and Pallet Programs, Airmax, Landscape Lighting, Aquascape Products, and Special Offers or where other wise noted. To receive Seasonal Discount Allowance, your account must be current, in good standings and payments made on time.

Complete Aquatics 2012 Early Buy Order TERMS & CONDITIONS:

- Orders must be received by 11/18/11 and ship by 3/15/12.
- Free freight on all early buy order \$2,500.00 or more if paid within terms and shipped in the continental U.S.
- To deduct shipping charges & to receive discounts, payment must be received on time & account must be in good standing
- Any special LTL request will be billed \$35.00 ea. - ex. Residential, Lift Gate, Appointment Request. Fuel sur-charge may apply
- Any clerical errors on price sheet and invoices are subject to correction

See Reverse Side for In-Season Policies & Program Details

Become a **Complete Aquatics Dealer TODAY!**

For inquiries or questions about our programs, call one of our locations or Technical Support Staff

Locations:

Selinsgrove, PA - Toll Free 888-743-6688 ~ Fax 570-374-8306

Columbus, OH - Toll Free 888-334-8155 ~ Fax 614-733-3977

Technical Support Staff:

Roger Sears ~ East Coast Region ~ 570-898-1132

Eric Wood ~ Central Region ~ 785-231-4631

Steve Barnum ~ Mid-West Region ~515-991-9255



2012 DEALER In-Season Policies & Programs

PRICES & PROGRAMS EFFECTIVE JANUARY 1, 2012

To place an order you can call, fax or email:

888-743-6688 • FAX 888-743-6680 • orders@completeaquatics.com

PRICING

- Product prices as outlined on our 2012 Dealer Price Sheet and subject to change without notice.
- In-Season discounts does not apply to Plant, Drop Ship or Pallet Programs, Airmax, Aquascape, Landscape Lighting or Special Orders
- All product, freight and payment discounts contingent upon payments being received on time.

IN-SEASON FREIGHT POLICY

- In-Season orders totaling \$1500.00 or more net value on standard-stock* products shipped to Dealers retail location qualify for Free Freight Allowance
- Dealers with credit terms may deduct the qualifying shipping charges at time of payment as long as the payment is made within terms and their account is current.
- Dealer orders that ship to a third party do not qualify for free freight allowance & will be invoiced freight charges .

**Standard-stock products are items that we inventory. Special orders and direct shipments are not eligible for a free freight allowance.*

PROGRAMS

AQUATIC PLANT PROGRAM

Complete Aquatics & Black Bear have teamed together to provide a full selection of quality retail-ready Aquatic Plants and Planters

- Successful Retailing Table Display with water-proof liner and eye-popping POP available.
- Plants are high quality and ready to display with a full-color informative care tag on every plant.
- Innovative growing process increases plant hardiness and decreases labor & maintenance at your retail center.

Call: 888-743-6688 for a Complete Catalog and availability list

POND LINER PALLET PROGRAM

45 mil EPDM Pond Liner Pallet Price - *SEE PRICE LIST FOR CURRENT SPECIAL PRICE*

- Low minimum order size – 4,500 sq. ft.
- Widths 5', 10', 15', 20', 25' & 30' X Lengths of 50' & 100'
- Free Freight with On-Time Payments
- Net 30 terms with pre-approved credit
- Full and Half Truck Load Programs are also available with increased savings. **Call: 888-743-6688 for more information .**

SHIPPING - Standard Truck Freight Shipments

We make every effort to deliver orders in a timely manner. Any special service request such as; lift gate request, residential delivery, call notification, appointment request and re-deliveries will be subject to a \$35.00 fee. The minimum LTL (Less than Truck Load) freight charge is \$125.00 to a commercial location. Fuel sur-charges may apply. Please notify us at time of placing order that the delivery will be to a residential address. Be sure someone will be present to receive the shipment and capable of unloading heavy freight.

RETURNS and WARRANTY MERCHANDISE

When returning an item, please contact our customer service team to receive Return Authorization (RA) prior to shipping the product back. Returns, including warranty pumps must be shipped freight pre-paid. All returns will be given a full refund within 30 days of purchase as long as product is in it's original condition. After 30 days and up to 90 days a 15% restocking charge will apply to returned product that is deemed re-sellable. Any items held over for more than 90 days are non-refundable. Credit only will be issued for items that are deemed unusable and within warranty. Product returned that is not in salable condition will not receive credit. No returns will be allowed on special order/non-stock items. Please include a copy of the sales receipt with all returns.

DAMAGED or INCOMPLETE SHIPMENTS

Inspect all shipments carefully prior to signing the delivery receipt. A signed delivery receipt will be considered proof that the product was received complete and without damage. All claims of shortages or damages must be reported within 48 hours of receiving your order.

SPECIAL ORDERS

Special orders on non-stock items may require a prepayment of up to 100% at the time of ordering.