

SHIPPING PROGRAM

Thank you for choosing Prairie Labs, Inc. for your Hearing aid needs. We at Prairie Labs, Inc. recognize the importance of turn around time for you and your business practice, unfortunately, due to delays caused by the postal system that can add up to eight days each way (for a total of up to sixteen days) to the time we have the hearing aid in house, we have come up with an alternative to the regular post office shopping. We refer to it as the "Express Account" program, and here is how it works:

We will send you prepaid FedEx SDS labels and if you have a hearing aid to send us, all you have to do is to put the securely boxed hearing aid(s) in a FedEx envelope, stick our label on the bag, write your address on it, and drop it in the FedEx box or have the FedEx delivery person pick it up. We will receive it in two business days, have it in house for 2-3 days (faster turn around times are available as usual for additional fees) and send it back to you FedEx SDS, so the total turn around time from the moment that you put it in the drop box to the time that you receive it at your office should not be more than 6-7 business days! (No matter what part of the country you are in).

Obviously, we can't absorb the additional expense of making this service available to our customers. We are not planning to make money out of this program (actually, depending on what part of the country the hearing aid is coming from, we will end up absorbing part of the cost). If you are interested in participating in this program, your account would be given a special status and will be categorized as an "express account". You will be charged \$14.00 extra **per aid** (new repairs or production) in addition to what you normally would have paid for that hearing aid (Alaska and Hawaii will incur extra charges). For example, a typical basic repair cost is \$45.00 + \$3.00 insurance and handling = \$48.00 and free first class shipping. With FedEx shipping, the cost will be: \$45.00 + \$3.00 + \$14.00 = \$62.00 (**your warranty aids will not be charged for this**).

It is true that sometimes you may send more than one hearing aid in a package to us, or we may send more than one aid back to you in one FedEx package, the saving in shipping has been considered when we were coming up with the cost per aid of having this program.

Please note that you must use FedEx SDS labels sent to you by us, please make sure that they are marked as "one pound" packages; otherwise, FedEx will have substantially higher rates for delivery. If this happens, unfortunately, we will have no choice but to charge you for the extra expense.

Please take a moment to fill out the enclosed questionnaire/enrollment form. Feel free to call us with any questions or comments that you may have. We must have this form in your file in order to activate your "Express Account" and to send you FedEx SDS labels.

I sincerely hope that this additional option will make it possible for you to have happier customers that through repeat business and word of mouth will improve your bottom line.

Thanks again
With Regards,

Mark Haghi
President
Prairie Labs, Inc

Terms and Conditions Prairie Labs, Inc. "Express Account"

1. We must have a signed copy of this form in your file in order to activate your "Express Account" status.
2. There is an extra cost of \$14.00 dollars **per hearing aid** (in addition to what your normally would have paid for that hearing aid). Your aids that are under warranty will not be charged for this.
3. You may discontinue participating in this program at any time by notifying us in writing (If you do so from that date on, you will be charged for any FedEx packages that you send to us that you have no paid for, costs will vary, and in some cases we may not be able to accept such packages if it comes to us as bill receiver).
4. **Please note that you must use FedEx SDS labels sent to you by us**, please make sure that they are marked as "one pound" packages; otherwise, FedEx will have substantially higher rates for delivery. If this happens, unfortunately, we will have no choice but to charge you for the extra expense.
5. If your account becomes inactive **, we will continue providing you with free shipping on your warranty aids but only on a first class mail basis, not FedEx.
** An inactive account is an account that has stopped sending new business for a month or more, or if the monthly business drops to a fraction of the previous normal business.

Dealership Name _____ Acct. #(s) _____

Address _____

Phone Number _____ Fax Number _____

Email Address (optional) _____

Authorized by _____ H #(s) _____

Signature _____ Date: _____

_____ Yes, I have read the above terms and would like to participate in this program

_____ No, I elect not to participate in this program at this time.