

Sunland® Shutters

SUNLAND SHUTTERS INSTALLATION PROGRAM

Sunland Shutters provides installation service to certain regions of the nation – Southern California and Texas. The program is available for Full Service Installation or Self-Measure Installation. Program participation details and instructions are detailed below.

Full Service Installation

Sunland Shutters Full Service Installation program consist of the measuring and installation. The Full Service Installation Service consists of the steps below:

1. Dealer submits Measure Request

The request form can be downloaded at <http://www.sunlandshutters.com> under the order form tab. The measure Request Form needs to be completed and signed before the re-measure can take place. Please make sure the product specifications, i.e. frame type, louver sizes, color selection, panel configuration, and etc. are filled in completely on the measure request form.

Any incomplete measure request form will be returned to the dealer for resubmission. Sunland shutters is not responsible for making the production specification selection for the dealer or end user.

Local Installation Branch Office Contacts

Southern California

5855 Obispo Avenue, Long Beach, CA 90805

Phone # 951-587-4254 Fax # 562-602-3788

Contact: Benjamin Hsiao, ben_hsiao@tachen.com

2. Sunland Shutters Schedules Re-Measurement with End User

End User will be contacted for re-measure appointment or the same or next business day the “COMPLETED” measure requested is received.

3. Sunland Shutters Re-Measure and fill out Order Form

Order form will be faxed to dealer for consent on next business day of re-measure. Re-measure will take place within 3 working days after receiving the request if end user is available. Sunland Shutters employees are responsible for product measurements, panel configurations, and ensuring that the order is placed within the parameters defined by the engineering specifications. Sunland Shutters will confirm the details of the order with the end user at the time of the measure if the Customer is not present, and may suggest any changes needed if the selected options will not function properly. Any changes or required build out materials will be noted on the order form.

4. Dealer Signs the order form as Order Confirmation

The order confirmation needs to be faxed to your local Sunland Shutters office after sign the signed order form is received as authorization to proceed with order design.

5855 Obispo Ave., Long Beach, CA 90805

Tel: 877-SUN-LAND Fax: 562-602-3788

www.sunlandshutters.com

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5. Order submits to Design Department
6. 50% deposit after receipt of the Sales Order Confirmation per Dealer Terms
Sales order confirmation will be sent via e-mail or fax. If the Customer does not elect to receive billing information by e-mail, confirmations will be sent by fax. Delay in receipt of sales order may occur if deposit consent accounts don't have dedicated fax line. Additional costs may apply if additional consultation is needed at the time of the measure due to information missing on the measure request from the dealer. California orders will have sales tax applied to the Shutter Price, excluding the installation charge (labor). When we sell both the shutters and installation, we become the "Retailer of Record" and we become the responsible party for the sales tax. Any additional sales tax specifically charged to the consumer by the retailer will be the responsibility of the retailer and must be paid directly to the State Board of Equalization. For detail, please refer to Appendix 1 for California State Board of Equalization – Construction Contractor Law.
7. Order Production
8. Sunland Shutters Schedules Installation Appointment with End User
Sunland Shutters installation scheduler will contact the End User for installation appointment within one to two working days after receive of the order in the shipping warehouse. C.O.D balance of an installation order requires a payment commitment to be made prior to scheduling the installation appointment with end user. The payment commitment can be made according to the payment terms listed in the **Payment Methods** section of this **Master Sales Agreement and Policy Statement**.
9. Installation takes place and completed with a sign off sheet.
10. Invoice

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Self-Measured Installation Program

Sunland's Self-Measure Installation Program is strictly limited to customers who attend our Dealer Training Seminars and receive qualification for self-measuring by one of our in-house installers /trainers executives.

A qualified self-measure customer may place self-measured installation orders with Sunland Shutters via our online web order system only. Sunland Shutters will not be responsible for our customer's design errors, order errors, measure errors or any other errors created by our customers. All of Sunland's other policies and regulations pertaining to our full service turnkey installation will fully apply to self-measure installation orders.

Self-Measure Orders must be submit via web order system and will receive a \$0.25/sq-ft discount on the installation charge.

Installation Surcharges

1. Tall Ladder Required – \$35/opening
2. High-rise Buildings require elevator equipment – \$100/order
3. Existing Window Covering removal and disposal – \$15/opening
4. Moving furniture for installation purpose – \$15/opening
5. Measurement fee – \$75 will be billed if no order is submit within 30 days after measurement
6. Removal of existing shutter (per window) – \$25/opening

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Appendix I: Sales Tax Applied to California Installation Orders

Please note, this law only applied to California customers.

When construction contractors sell materials which they install, the sale of the materials is a retail sale. Consequently, there are no circumstances under which a construction contractor may accept a resale certificate from a prime contractor, interior decorator, department store, or others for materials which he furnishes and installs.

In reference to State Board of Equalization of California, Publishing # 9, Section 1521, on Page 9 - Quote

“Construction Contractors – Use of Resale Certificates

Under Regulation 1521, construction contractors are generally considered the consumer of materials which they furnish and install in the performance of a construction contract to improve real property. However, if the contract (other than a U.S. government contract) explicitly provides for transfer of title to the materials prior to installation, and the sales price of the materials is separately stated in the contract, the contractor will be deemed to be selling the materials. In addition, if a contractor bills their customer an amount for “sales tax” computed upon a marked up billing for materials under a time and material contract, it will be assumed that he or she is selling the materials.

In general, construction contractors (other than U.S. construction contractors) are the retailers of fixtures which they furnish and install. However, in some instances a construction contractor may furnish and install a fixture for a person, other than the owner or lessor of the realty, who intends to lease the fixture in place as tangible personal property and pay tax measured by rental receipts. In this case the contractor may take a resale certificate from the lessor at the time of the transaction, and the sale to the lessor will be considered a sale for resale. Under no other circumstances may construction contractors accept resale certificates for fixtures which they furnish and install.”