



CONDITIONS OF SALE – SOD

| | |  |  | CANDIDATE | CODE |
|--|---|---|---|-----------|-------------|
| Uncollected reserved sod will be charged at 100%, without exception. | | | | | |
| G.1 | Deposit (refundable and returnable) for each wood skid if returned within one year of deposit. | | \$40 | | 210 000 000 |
| G.2 | Fees for ordering sod for delivery other than through the website (by phone, in person, etc.)* Due to the super speed of our website and to provide you with better service, a fee will be charged on all orders placed other than on our website. | PRICE DROP ↘ | +1.9 ¢/ft ² | | FRSGAZON |



*Does not apply to sod installation orders.

SOD PRICE SURCHARGES

| | | | | | |
|---------------------------|---|-------------------------|-------------------------|-------------------------|-------------|
| G.4 | Same day sod order of 2 skids or more (pick-up and delivery) (applies as of 4 p.m. the day before or if ordered on a public holiday) | PRICE DROP ↘ | +4.9 ¢/ft ² | | 000 010 990 |
| G.5 | Saturday sod reservation (pick-up at a branch not attached to a sod farm and delivery) | | +2.9 ¢/ft ² | | 000 010 400 |
| G.6 | Ordering sod for pick-up at a branch not attached to a sod farm | PRICE DROP ↘ | +2.9 ¢/ft ² | | 000 012 500 |
| G.7 | Ordering sod on Sundays and official public holidays (pick-up and delivery) | | +9.9 ¢/ft ² | | 000 010 850 |
| G.8 | Sod order during construction holidays | | +4.9 ¢/ft ² | | 000 010 860 |
| G.9 | Ordering sod between June 15 to September 15: Due to temperature increases, heat waves and the need to irrigate, our harvesting costs are not the same during this period. A surcharge will therefore be charged per square foot of sod, without exception. | +0.9 ¢/ft ² | +2.9 ¢/ft ² | +4.9 ¢/ft ² | 000 010 300 |
| G.10 | Ordering sod at the beginning and end of the season: Our harvesting and transportation costs are not the same under these conditions: cold weather, frost, handling, storage in our warehouses, more difficult conditions in our fields, weight of the sod, thawing period on the roads, shorter working days, etc. A surcharge will therefore be charged per square foot of sod, without exception. | | | | |
| | A From the beginning of the season to April 30 | +6.9 ¢/ft ² | +8.9 ¢/ft ² | +10.9 ¢/ft ² | 000 010 100 |
| | B Oct 15 to Oct 31 | +4.9 ¢/ft ² | +6.9 ¢/ft ² | +8.9 ¢/ft ² | 000 010 840 |
| | C Nov 1 to Nov 14 | +10.9 ¢/ft ² | +12.9 ¢/ft ² | +16.9 ¢/ft ² | 000 010 700 |
| D Nov 15 to end of season | +18.9 ¢/ft ² | +20.9 ¢/ft ² | +24.9 ¢/ft ² | 000 010 900 | |

Don't forget to give your customers a heads up about these surcharges and modify your contracts so that your customer absorbs these charges. Groupe Richer can provide you with an official letter explaining the seasonal surcharge if this will help you with your customers.

CONDITIONS OF SALE – CONCRETE & ACCESSORIES

| | |  |  | CANDIDATE | CODE |
|--|--|---|---|-----------|-------------|
| B.1 | Preparation of an order consisting of more than 4 incomplete skids of concrete. | \$95 | \$145 | \$195 | FP4-1 |
| B.2 | Preparation of any concrete order (regardless of quantity) | | \$14.99 | | FP-1 |
| The funds raised will be used to pay our yard attendants' chiropractor bills ☺. The fee does not apply to accessory pallets. | | | | | |
| B.3 | Deposit (refundable and returnable) for each wood skid if returned within one year of deposit. Does not apply to orders of mulch. | | \$40 | | 210 000 000 |
| B.4 | Fees for ordering concrete and/or accessories for delivery other than through the website (by phone, in person, etc.) Due to the super speed of our website and to provide you with better service, a fee will be charged on all orders placed other than on our website. | | 2.5 % | | FRSBETON |
| B.5 | Order cancelled, modified or postponed by the customer after the minimum lead time required. | | \$95 | | MODIF |
| B.6 | Wrapping charges (stretch wrap film). | | \$16.99 | | 210 000 00W |

RETURN OF CONCRETE PRODUCTS

Material returns are accepted (with handling fees in some cases) only for Béton Richer, Oaks, Bolduc and Rinnox products listed in the price list and if returned within 6 months of the purchase date. No returns will be accepted for other products. Return policies will be the same as at the time of sale (full cube, full row, per piece, etc.). All account credits are only exchangeable for products and/or services offered at Groupe Richer; we will not issue a cheque.

| | | | | | |
|-----|---|--|----------|--|-------------|
| B.7 | Return of product skid (must be resaleable: clean, unopened or opened, original stacking, ideally sealed) | | 15 % | | 320 000 000 |
| B.8 | Return of 2 or more full skids of the same product (must be resaleable: unbroken, unopened or unopened, original stacking, ideally sealed) (handling charges apply over 2 skids) | | 25 % | | 320 000 011 |
| B.9 | Any returns that do not meet the above criteria will be refused. If so, you'll be notified and given 5 working days to pick them up. Disposal charges will be applied if you do not pick up the products. | | see p.62 | | REBUTS |

Silver White : Due to the light colour of the product and the porosity of the concrete, stains from organic matter will quickly appear on the surface of this colour and may be difficult to remove without damaging the product. Silver white slabs must be installed with white polymeric sand (sold by GROUPE RICHER) and sealed after installation to be eligible for the Rinnox warranty.

DELIVERY

| DELIVERY FEES | | AMB. | ALLY | CANDIDATE | CODE |
|--|--|-------|-------|-----------|---------------|
| SOD PRODUCTS | | | | | |
| LG.1 | 10 FT² TO 3 ½ SKID* | \$345 | \$395 | \$445 | 170 000 000T |
| LG.2 | 4 SKID TO 15 ½ SKID** | \$395 | \$445 | \$495 | 170 000 000 |
| LG.3 | 16 SKID & +** | \$495 | \$545 | \$595 | 170 000 160 |
| CONCRETE PRODUCTS AND ACCESSORIES | | | | | |
| LB.1 | 1 TO 5 SKID | \$395 | \$445 | \$495 | 170 060 450 |
| LB.2 | 6 TO 11 SKID | \$445 | \$495 | \$545 | 170 060 650 |
| LB.3 | 12 SKID & +** | \$495 | \$545 | \$595 | 170 060 000 |
| SAMPLES | | | | | |
| LE | Delivery of samples (4 pcs max) (free pick-up) | | \$25 | | 170 000 00E |
| DELIVERY TO REMOTE AREAS | | | | | |
| LR | On request, see our delivery area | | O/D | | 170 000 000-E |

OTHER POSSIBLE CHARGES

| | | | |
|-----|---|---------|-------------|
| L.1 | Delivery charges for the island of Montreal, east of Highway 13** | \$245 | 170 050 000 |
| L.2 | Repeated sod delivery to the same site or the customer's business address without justification (for a second or subsequent delivery, regardless of the quantity) on the same day or the next day (same day only for the customer's business address) when said delivery of sod could have been made at the same time as the first (billed by 20 pal. increments) | \$245 | 170 000 035 |
| L.3 | Delivery charge for the province of Ontario** | \$195 | 170 000 ONT |
| L.4 | Delivery charge on Île d'Orléans (Quebec region)** | \$195 | 170 000 418 |
| L.5 | Delivery fees apply during thaw periods (30% less material can be transported on dates stipulated by the government) | \$45 | 170 000 018 |
| L.6 | Excessive unloading time (after 90 minutes of unloading at a single job site) – we extend the time from 60 to 90 minutes, but we don't credit you for this fee! 🚗 | \$195 | 170 000 020 |
| L.7 | General transport costs (miscellaneous/other) | \$195/h | 180 000 000 |

The hatched area is the regular delivery area covered. In addition to this area, we can deliver anywhere in Quebec and Ontario with additional charges to be determined by your representative.

NEW Visit groupericher.com/services/livraison to check if the address is within the delivery area.



* Sod delivery can be made from 10 sq. ft (1 roll) upwards, but the minimum billable is 1480 sq. ft (2 skids).

** Per address, except if delivery is made on the same street and billed in 20 pal. increments

| BULK PRODUCTS | | DISTANCE | CODE | PRICE |
|---------------|--|-------------------|-------------|---------|
| LV.1a | 6-wheeler 2 to 4 tons/yd | 0-14 KM | 170 000 615 | \$95 |
| LV.1b | | 15-29 KM | 170 000 630 | \$145 |
| LV.1c | | 30-60 KM | 170 000 660 | \$195 |
| LV.2a | 10-wheeler 5 to 15 tons/yd or 5 to 11 tons/yd during thaw | 0-14 KM | 170 001 015 | \$145 |
| LV.2b | | 15-29 KM | 170 001 030 | \$195 |
| LV.2c | | 30-60 KM | 170 001 060 | \$245 |
| LV.3a | 12-wheeler 16 to 20 tons/yd or 12 to 16 tons/yd during thaw | 0-14 KM | 170 001 215 | \$195 |
| LV.3b | | 15-29 KM | 170 001 230 | \$245 |
| LV.3c | | 30-60 KM | 170 001 260 | \$295 |
| LV.4a | 2-axle dump truck 21 to 24 tons/yd or 17 to 19 tons/yd during thaw | 0-14 KM | 170 002 015 | \$245 |
| LV.4b | | 15-29 KM | 170 002 030 | \$295 |
| LV.4c | | 30-60 KM | 170 002 060 | \$345 |
| LV.5a | 3-axle dump truck 25 to 30 tons/yd or 20 to 24 tons/yd during thaw | 0-14 KM | 170 003 015 | \$245 |
| LV.5b | | 15-29 KM | 170 003 030 | \$295 |
| LV.5c | | 30-60 KM | 170 003 060 | \$345 |
| LVH.1 | Hourly transport rate (flat rate)* | 6 WHEELER | 176 000 000 | \$105/H |
| LVH.2 | | 10 WHEELER | 171 000 000 | \$125/H |
| LVH.3 | | 12 WHEELER | 171 200 000 | \$135/H |
| LVH.4 | | 2-AXLE DUMP TRUCK | 172 000 000 | \$145/H |
| LVH.5 | | 3-AXLE DUMP TRUCK | 173 000 000 | \$155/H |

* The transport charges (flat hourly rate) are calculated from the departure from the branch to the return to the branch, and the minimum chargeable is 4 hours. Available across our delivery area on demand at 450-649-1876 (see map on p.58).

SCRAPS

| | | | |
|--|---|--|------------------|
| Concrete scraps (concrete scraps, crushed stone only) *We accept asphalt! @ STE-JULIE | | | |
| S.1 | A | Quarter-filled container | \$29.99 REBUTS25 |
| | B | Half-filled container | \$49.99 REBUTS50 |
| | C | Container filled to capacity | \$79.99 REBUTS |
| Scraps of plant material (soil or sod) per yard | | | |
| S.2 | A | 1 st quality @ STE-JULIE, MERCIER & COTEAUX | \$14.99 REBUTS1V |
| | B | 2 nd quality @ STE-JULIE | \$29.99 REBUTS2V |

STORAGE

All concrete pick-up orders must be collected within 30 days of the order date. After this time, there are three options: delivery, order cancellation (fees apply) or storage (unless the order is applied to the account for payment). Storage fees apply monthly.

| | | | |
|-----|---|--|-------------------|
| S.3 | A | Storage of an order of 1 to 5 pal. of concrete | \$95 420 000 100 |
| | B | Storage of an order of 6 to 11 skids of concrete | \$195 420 000 600 |
| | C | Storage of an order of 12+ skids of concrete | \$295 420 001 200 |

PICK-UP

Pick-ups (skids and/or products) are at the client's request only - the request and photos (material in its environment) must be sent to groupericher.com/services/ramassage or texted to 514-668-8315 (Ambassadors 60 only). Please remember to provide your company name, phone number, pick-up address and the number of skids to be picked up. Fees will be charged according to the following criteria:

- 1- The material is well packaged (compliance with road safety standards).
- 2- The equipment is well stacked and easy to access for our trucker.
- 3- The request was sent by email or text message, including photos.

| | | | |
|---|---|-----------------------|---------------------|
| Pick-up of material on a construction site | | | |
| S.4 | A | Points 1 to 3 met | \$345 170 000 095-R |
| | B | Points 1 to 3 not met | \$395 170 000 145-R |
| Pick-up of material on a construction site during a delivery to the same site (the request must have been made when the order was placed) | | | |
| S.5 | A | Points 1 to 3 met | FREE |
| | B | Points 1 to 3 not met | \$345 170 000 100-R |
| S.6 | If we travel and pickup is not possible or not accessible, a pickup fee will still be charged | | \$395 000 011 000 |

GUARANTEES

GROUPE RICHER is the industry leader and the most efficient distributor in the market. For those who are serious about partnering with us, you will be impressed with our strengths and the advantages we offer. If you think there is a problem with our products and/or services, we invite you to read the following text to find out what is normal or not and how to proceed.

Ambassadors & Allies: Contact your representative, and they will deal with your issue immediately. We ask that if you have a comment or complaint to make, you communicate it in a polite, calm and respectful manner, ideally between 8 a.m. and 5 p.m. Monday to Friday, unless it is an emergency. For ease of management, please send your company name, an explanation of the issue and a picture to your representative's mobile phone.

Candidates (client without advantages): Send your company name, an explanation of the issue and a photo to plainte@groupericher.com

SOD:

We do not respond to complaints related to:

- lack of watering or overheating (due to slow installation), unless the sod was already overheated when delivered. In this case, the complaint will be considered if it is made within 2 hours of delivery to your representative. If the installation was done by Groupe Richer and the sod overheated, the complaint will be considered.
- to sod picked up at a branch (sod accepted at pick-up)
- to winter damage.
- to the presence of "unwanted weeds that have appeared," as Gazon Richer products are grown and delivered 100% pure.

NB: Gazon Richer products should be used normally and should receive at least 4 to 6 hours of sunlight per day, depending on the variety.

NB: The complaint will be considered if more than 10% of the rolls (i.e. 8 rolls/pal.) are not usable (although this happens very rarely).

CONCRETE:

We do not respond to complaints/comments about:

- efflorescence (especially on black products!) and differences in thickness.
- damaged pieces (the quantity can be up to 5% of the order - we suggest you use them for your cuts).
- colour differences caused by different batches: mix the skids (3 at a time).

POLYMERIC SAND:

Considering that Groupe Richer cannot verify whether the customer has respected the manufacturer's instructions during application/installation, storage and/or cleaning after application, we cannot respond to any complaint related to these specific products, without exception.

No guarantee on products in liquidation or surplus inventory.

GENERAL INFORMATION AND TERMS AND CONDITIONS OF SALE FOR 2023

AGREEMENTS, PRICES, TERMS AND CONDITIONS AND DEADLINES MAY CHANGE DURING THE YEAR (WITH PRIOR NOTICE), ESPECIALLY IF MAJOR DROUGHTS OCCUR, THE COVID-19 PANDEMIC INTENSIFIES OR OTHER PROBLEMS ARISE. **IT IS THE CUSTOMER'S RESPONSIBILITY TO ENSURE THAT THEY RECEIVE COMMUNICATIONS** FROM GROUPE RICHER AND STAY INFORMED.

THE 2023 GENERAL INFORMATION CAN BE FOUND A GROUPERICHER.COM/DOCUMENTS. IN CASE OF DISCREPANCY WITH THE PAPER OR ELECTRONIC VERSION, THE WEB VERSION WILL TAKE PRECEDENCE.

CREDIT DOCUMENTS (ACCOUNT OPENING AND DECLARATION FORMS) ARE AVAILABLE AT WWW.GROUPERICHER.COM

1- PRICES, TERMS AND CONDITIONS OF PAYMENT

As of January 1, 2023, all 2022 agreements become invalid. All our prices and conditions are subject to change without notice and are taxable (G.S.T. and Q.S.T.). All merchandise purchased from Groupe Richer remains its property until full payment of the invoice. The terms of payment for our customers with a line of credit are net on **the 15th day of the month following** the date of the invoice(s). An administration fee of **3% per month or 42.585%** per annum is charged on all overdue invoices. If you fail to pay an account after four (4) months of delinquency or fail to pay an account by February 15 of the following year (undocumented) and regardless of whether we decide to initiate collection proceedings of any kind, you will be charged a fee equal to 20% of what is owed, at the discretion of the credit department. Also, no fee will be charged for a Visa or MasterCard payment made on the same day of the transaction, whereas a 3% fee will be charged for a payment made on or after the next day. In the case of a NSF cheque, a \$45 fee will be added to the invoice.

For a customer who does not have a line of credit (POD), payment must be made at the time of delivery or before. If the payment is not made, due to the absence of the customer on the site, the delivery will be cancelled, delivery costs will not be credited and product return costs will be applied according to the policies in place at the time of the delivery.

A CUSTOMER WITH A DEFAULTED ACCOUNT WILL TEMPORARILY LOSE THEIR AGREEMENT PRIVILEGES (sod price, concrete discount and conditions) and will be considered a Candidate (client without advantages) as long as their account is in arrears.

2- MINIMUM LEAD TIME TO ORDER

Depending on the type of product, minimum requirements must be met in order to order. See full details on p.59.

3- CONDITIONS OF THE LOYALTY DISCOUNT

The loyalty discount is offered exclusively to Ambassadors and Allies. Get a credit of 15% of your purchase amount for every \$50,000 of concrete (Béton Richer, Oaks, Bolduc & Rinox), 100,000 sq. ft. of sod and 100,000 sq. ft. of sod installation service (excluding skid charges, delivery, taxes, accessories purchases, etc.).

When at least one purchase tranche is reached, the credit is immediately claimable provided that a booking has been or will be made in 2023. The credit cannot be more than 15% of the value of the booking and cannot be applied to a mulch booking. Once the claim request is submitted, the credit will be posted to the account (even if it is at zero) after the final payment of the booking. Credits accumulated thanks to the loyalty discount become null and void and cannot be used if they are not linked to a booking, at the latest on December 31, 2023, at 11:59 p.m.

4- COURTESY

Remember that violence is also: disrespectful behaviour, verbal aggression, bullying and anger.

5- ACCESSORIES BOOKING CONDITIONS

1- SPECIAL CONDITIONS OF SALE AND BOOKING

A- All goods purchased from GROUPE RICHER remain its property until full payment of the invoices.

B- The terms of payment for bookings granted are:

- For our customers with a line of credit, see the payment terms section below
- Customers with a line of credit who pay on the day of delivery/pick-up will receive a 4% discount on their order (before freight, taxes and skid consignment fees). This discount is not available for bookings between August 15 and December 31, 2023, for delivery in the spring of 2024, unless payment is made by December 31.
- For our customers without a line of credit: Payment on delivery on the day of delivery/pick-up.
- We accept payment by credit card. No payment on delivery incentives are offered.
- A penalty of 15% will be applied to any unpaid/late paid amount.
- In all cases, payment must be made at the time of delivery/pick-up. For our customers with a line of credit, the cheque(s) must be remitted at the time of delivery/pickup. The cheque(s) will be deposited according to the terms specified in the payment terms section below.
- A penalty of \$195 will be charged for any order change or cancellation.

C- No returns will be accepted, without exception, and no guarantee applies to products sold at the time of booking.

D- A universal preparation/transportation fee will be added to the invoice:

- Delivered order: \$445 per trip (approximately 20 skids)
- Delivered order of mulch only: \$195 per trip (between 28 and 34 skids)
- Order delivered on Montreal Island, east of Highway 13: fees of \$195

• Pick-up order: \$245 preparation fee. Orders must be picked up in one trip, at one of our 9 branches, within a maximum of 10 business days. Note: an invoice will be issued on the day of the scheduled pick-up even if the customer does not show up to pick up the goods and a delivery will be made.

• A \$495 storage fee will be charged if the order is delivered or picked up after December 15, 2023, unless payment is made at the time of the order.

• A skid deposit fee of \$40 (per skid) will be added to the invoice, if applicable, unless it is a mulch only order, in which case skids are included (\$0).

E- All booking contracts must be accompanied by an order (excluding freight, taxes and skid consignment fees) of at least \$6,500. All booking of more than \$8,500 must be delivered.

F- Both the prices in this offer and the various conditions attached to it are unique and cannot be repeated. Any other order of these products will be governed by the GROUPE RICHER sales rules in effect.

G- All prices for products ordered by booking in autumn 2023 for delivery in spring 2024 are not guaranteed. If a price increase is announced to us by our suppliers in the meantime, we will need to adjust our prices accordingly, providing proof of the increase to the clients concerned.

2- DELIVERY, ORDER AND PAYMENT CONDITIONS

BOOKING FROM JANUARY 1 TO AUGUST 6, 2023

PAYMENT MUST BE MADE, DEPENDING ON THE AMOUNT OF THE BOOKING:

| | |
|---------------------------|---|
| \$6,500 to \$7,500 | in full, 60 days from the date of delivery of the booking |
| \$7,500 to \$8,500 | in full, 90 days from the date of delivery of the booking |
| \$8,500 and more | in full, 4 months from the date of delivery of the booking (but no later than December 1, 2023) |

BOOKING BETWEEN AUGUST 7 TO DECEMBER 31, 2023

THE PAYMENT MUST BE MADE, DEPENDING ON THE AMOUNT OF THE BOOKING:

| | |
|---------------------------|--|
| \$6,500 to \$7,500 | in full, 60 days after the delivery date of the booking |
| \$7,500 to \$8,500 | in full, 90 days after the delivery date of the booking |
| \$8,500 and more | in 2 instalments of 50% on May 15, 2024, and June 15, 2024 |

6- CONCRETE BOOKING CONDITIONS

1- SPECIAL TERMS AND CONDITIONS OF SALE AND BOOKING

A- All goods purchased from the GROUPE RICHER remain its property until full payment of the invoices.

B- The terms of payment for bookings granted are:

- For our customers with a line of credit, see the payment terms section below.
- Customers with a line of credit who pay on the day of delivery will receive a 4% discount on their order (before shipping, taxes and skid consignment fees).
- For our customers who do not have a line of credit: Payment on delivery on the day of delivery.
- We accept payment by credit card. No payment on delivery incentives are offered.
- A penalty of 15% will be applied to any unpaid/late paid amount.
- In all cases, payment must be made upon delivery. For our customers with a line of credit, the cheque must be remitted at the time of delivery. The cheque will be deposited according to the terms specified in the payment terms section below.
- A penalty of \$95 will be charged for any change or cancellation of an order.

C- No returns will be accepted, without exception.

D- A universal preparation/transportation fee will be added to the invoice:

- Delivery order: \$595 per trip (12 to 24 skids)
- A skid deposit fee of \$40 (per skid) will be added to the invoice.
- Order delivered on Montreal Island, east of Highway 13: fees of \$195

E- The order must be placed and delivered before December 31, 2023.

F- The prices in this offer and the various conditions attached to it are unique and cannot be repeated. Any other order of these products will be governed by the GROUPE RICHER sales rules in effect.

2- PAYMENT TERMS AND CONDITIONS

BOOKING FROM JANUARY 1 TO DECEMBER 31, 2023

PAYMENT MUST BE MADE:

In full, 90 days after the delivery date of the booking or 60 days if delivered directly to a construction site.