

ULINE Terms and Conditions

These terms and conditions (“Terms”) apply to the viewing, purchasing and sale of products from Uline, Inc., or its affiliates (“Uline”), through www.uline.com (the “Site”). By viewing the Site, placing an order or completing a purchase, you agree to be bound by and accept these terms and to bind any company, firm, person or other entity (collectively, “Customer”) on whose behalf you are making such purchase.

Complete Agreement

These Terms, together with the applicable order acknowledgement, confirmation page or any other Uline documents, constitute the entire and exclusive agreement between Customer and Uline with respect to the purchase and sale of products through the Site, except where Customer and Uline have signed a master purchasing agreement prior to any such purchase or sale. Except as provided above, these Terms supersede all prior or contemporaneous understandings, agreements, negotiations, representations, warranties, communications, both written and oral. Uline objects to any additional or different terms or conditions contained in any request for quotation, purchase order, or other document or communication previously or hereafter provided by Customer to Uline, and Uline’s shipment of any products shall not be construed as assent to any such terms or conditions. No such additional or different terms or conditions will be of any force or effect. Uline reserves the right to revise these Terms at any time.

Limitation of Liability

Uline will not be liable for any indirect, special, incidental, consequential, or exemplary damages, whether based on contract, tort, or any other legal theory, including without limitation loss of revenue or profits, loss of business, or other economic damages, even if such damages were foreseeable or Uline has been notified of the possibility of such damages. Where Customer is purchasing products from Uline for personal, family or household use, some states do not allow the exclusion of incidental or consequential damages, so the above exclusions may not apply in those cases. Uline is not responsible for delays in delivery that result from any circumstances beyond Uline’s control and will not be liable for damages resulting from such delays. Uline’s aggregate liability for any claim arising out of or related to these Terms shall not exceed the purchase price paid by the Customer for the products to which such claim relates.

Pricing and Specifications

All information regarding pricing and services is subject to change. Uline reserves the right to make adjustments to pricing at any time, without notice, and for any reason, including, but not limited to, changing market conditions, discontinuation, unavailability, manufacturer price changes and errors in advertisements.

Prices listed are net and do not include shipping charges, handling fees, taxes and/or duties or special crating requirements for export shipment, for which Customer shall be responsible and Customer agrees to pay. If Customer claims exemption from taxes or duties, Customer is responsible for providing Uline with the necessary documentation at the time of purchase; if Customer does not provide such documentation, taxes will be added to Customer’s order or separately invoiced to Customer.

Shipping

Products are shipped F.O.B. point of origin to Customer's location, with freight pre-paid and added to the invoice. Uline is not liable for any delays, loss, or damage in transit. United Parcel Service ("UPS") is used when commercially reasonable, in Uline's sole discretion. Should Customer's order exceed UPS size or weight limits, a common carrier will be selected to expedite delivery. For rush shipments, Customer must request Fed Ex, UPS Air; Next Day, 2nd or 3rd day or Freight Collect. All shipping charges are prepaid by Uline and added to the Customer's invoice unless Customer chooses to be billed freight collect. A \$1.50 handling fee will be added to shipping charges. Any additional charges for services requested by the Customer or necessary for delivery, including but not limited to inside delivery, special routing, residential delivery or pre-delivery notification must be paid by the Customer. Customer must specify if Customer needs inside delivery when placing an order.

Title and risk of loss pass to Customer upon delivery of the products. Customer shall have thirty (30) days from the date of delivery to inspect a shipment. If Customer does not reject the shipment and notify Uline during these thirty (30) days, the order will be deemed accepted. Uline shall not be liable for any non-delivery of products unless Customer notifies Uline within a reasonable time after the date the products were scheduled to be delivered. At Uline's sole discretion, liability for non-delivery shall be limited to replacing the products within a reasonable time or a credit or refund for the price of the products.

Returns

If, for any reason, Customer is dissatisfied with a purchase of non-custom, stock products from Uline (other than a product indicated as "non-returnable"), Customer may return the products within 30 days of Customer's receipt. Customer must contact customer service at 1-800-295-5510 for an authorization number or complete the form on the back of the packing list and return the product to Uline within 30 days in order to receive a refund for such product. Returned products must be received in a resalable condition (unless the products were initially defective) with proof of purchase from Uline. Customer will be responsible for shipping charges on returned orders and bear the risk of loss during shipment. Due to their nature, custom and madeto-order products shall not be accepted for return unless such products were initially defective.

If a product is damaged during delivery to Customer via a freight carrier, Customer must note the damage on the carrier's delivery receipt and request an inspection report on the damaged shipment from the carrier to be forwarded to Customer within 10 business days. Then, Customer must forward the inspection report and original packing list to Uline, and Uline will file a claim on Customer's behalf and replace the damaged product within a reasonable time. If a product is damaged during delivery to Customer via UPS or Parcel Post, Customer must note the extent of the damage on the back of the packing list. Once complete, Customer must forward the form to Uline and hold the damaged materials for disposition instructions from Uline. Where Customer is purchasing products from Uline for personal, family or household use, the return policy set forth in this section does not apply.

Warranties

Customer acknowledges that Uline is not the manufacturer of any of the products purchased hereunder. **Uline makes no warranty to Customer under these Terms and expressly disclaims any and all warranties, implied or express, including, without limitation, any warranty of merchantability, warranty of non-infringement of intellectual property rights of a third party, warranty of fitness for any particular purpose and any warranties arising from course of dealing or usage of trade.** Uline shall provide to Customer the standard published warranties of the manufacturer of the products, as in effect on the date of delivery of such products, to the extent permitted by such warranties and applicable law. A manufacturer's warranty may exceed thirty days and a valid warranty claim may allow Uline to accept a return beyond the standard 30-day period. Any description of products sold or provided by Uline, whether in writing or made orally by Uline or its employees or agents, and any samples, specifications, bulletins, catalogs, drawings, diagrams, or similar materials used in connection with Uline's sales efforts or Customer's orders, are for the sole purpose of identifying the products, and shall not be construed as an express warranty.

Any statements by Uline or its employees or agents, whether in writing or made orally, regarding application, use or suitability of the products shall not be construed as an express warranty. Uline shall not be liable for any breach of warranty claims or for any damages arising out of the manufacturer's failure to fulfill its warranty obligations to Customer.

Payment Terms

Terms of payment are within Uline's sole discretion. Uline accepts all major credit cards or echecks (electronic payments) at the time of order. If Customer has established Uline credit as well as a customer account number with an account in good standing, payment terms are net 30 days from the date of invoice. Customer shall not withhold payment of any amounts due and payable by reason of any dispute with Uline.

Text Messages

Uline order updates are SMS/Text messages that contain information about your order. Uline Account Managers and their teams may also use SMS/Text messages to communicate with you regarding your account. To stop receiving Uline order updates or other communications by SMS/Text, text "stop" to the number from which you received the communication.

A confirmation message will be sent that you have unsubscribed. To receive help with Uline order updates, text help to the short code 85463, or contact customer service at 1-800-295-5510 or customer.service@uline.com. Message and data rates may apply.

Uline does not knowingly disclose mobile phone numbers to third parties for marketing purposes. If you have any questions regarding privacy, please read our privacy policy:

<https://www.uline.com/CustomerService/PolicyPrivacy.htm>

Applicable Law

All matters arising out of or relating to these Terms shall be governed by and interpreted according to the laws of the state of Wisconsin, without reference to its conflict of laws principles. Any court proceedings will be conducted only on an individual basis and not in a class, consolidated or representative action, except that Customer may assert claims in small

claims court for claims that qualify. Uline and Customer hereby consent and agree that any legal disputes arising out of or related to the use of the Site or the purchase of products available through the Site that cannot be resolved through negotiation shall be resolved exclusively through litigation in the state or federal courts sitting in Milwaukee, Wisconsin, and each party hereby submits to the personal jurisdiction of such courts and waives the right to change venue. The rights and obligations of the parties shall not be governed by the United Nations convention on contracts for the international sales of goods.

Indemnification

To the extent allowed by law, Customer agrees to protect, defend, indemnify and hold harmless Uline, its officers, employees, agents, and representatives and each of their successors and assigns against any and all claims, allegations, demands and proceedings, and any and all liabilities, losses, judgments, penalties, settlements and costs, including without limitation attorneys' fees and expenses, arising from or related to any actual or alleged negligence or intentional misconduct of Customer as related to Customer's purchase, sale or use of Uline products.

Force Majeure

Uline shall not be liable or responsible to Customer for any failure or delay in fulfilling or performing any of these Terms when and to the extent such failure or delay is caused by or results from acts beyond Uline's reasonable control, including, without limitation, (a) acts of god; (b) flood, fire, earthquake, pandemic, epidemic, or explosion; (c) war, invasion, terrorist threats or acts, riot or other civil unrest; (d) government order, law, or actions; (e) embargoes or blockades in effect on or after the date of this agreement; (f) national or regional emergency; (g) strikes, labor stoppages or slowdowns, or other industrial disturbances; (h) telecommunication breakdowns, power outages or shortages, lack of warehouse or storage space, inadequate transportation services, or inability or delay in obtaining supplies of adequate or suitable materials; and (i) other events beyond its reasonable control. Uline shall give notice within 30 days to Customer, stating the period of time the occurrence is expected to continue. Uline shall use diligent efforts to end the failure or delay and ensure the effects are minimized. Uline shall resume the performance of its obligations as soon as reasonably practicable after the removal of the cause.

Ownership of Materials, Trademarks and Copyright

The information and material contained on Uline.com, in a Uline catalog, or otherwise produced by Uline, including all images, designs, photographs, text, graphics and other materials (the "Contents") are solely owned and controlled by Uline including any copyrights, trademarks, or other intellectual property therein, or are licensed by Uline or its affiliates.

Use Restrictions:

You may not: (a) scrape, extract, download, or copy the Contents, either manually or using automated tools, including but not limited to web scraping, bots, spiders, or Generative AI models, without prior written consent from Uline; (b) use any Contents to train, develop, or generate outputs for any artificial intelligence, machine learning models, or any other similar systems, devices, programs, algorithms, methodologies, or technologies, without prior written

consent from Uline; or (c) use, modify, publish, transmit, reproduce, create derivative works from, distribute, display, or in any way exploit any part of the Contents, including by using Generative AI systems, unless expressly authorized by Uline.

Severability

If any provisions of these Terms is found to be invalid or unenforceable by any judgment or under any statute, regulation, ordinance, executive order or other rule of law, such provisions shall be deemed reformed or deleted, but only to the extent necessary to comply with such judgment, statute, regulation, ordinance, order or rule, and the remaining provisions of these Terms shall remain in full force and effect.