

**HARMAN PROFESSIONAL SALES POLICY**  
**HARMAN PROFESSIONAL ACCOUNTS**  
**HARMAN PROFESSIONAL DISTRIBUTOR ACCOUNTS**

**RETAIL SALES – PRODUCT CONDITION CLAIMS**

Dealer shall make no false or misleading representations regarding Harman Professional Products, including, without limitation, those relating to the quality, nature or condition of Harman Professional Products, and shall only use product specifications, features or item condition statements that have been previously published or approved by Harman Professional, in making any representations to customers. Dealer shall not engage in “bait and switch” practices or any other trade practices where the quality, nature or condition of the product(s) purchased by the end user is different from what is being advertised.

Definitions – “Restocked Merchandise” is product(s) that is described, without limitation, as either: “Used” (previously purchased (or rented by) and used by an end-user); “Resealed” (otherwise new product that has been previously opened); “B Stock”(items that have been designated as such by Harman Professional; “Demo”(a product that has been activated for the purposes of demonstration) ; “Reconditioned” or “Refurbished” (a product that was once defective and restored to original specifications by Harman Professional); “Open Box”(a new product that has been opened for any reason); or “Store Model” (a product that has been used as store display or similar use). Harman Professional Products may modify or add to these definition from time to time.

Operation - Harman Professional may conduct certain due diligence to verify Dealer’s compliance with this policy, and whether Dealer is consistently and accurately advertising the correct quality, nature or condition of its products (whether offering new products as “restocked merchandise”, or vice versa). This due diligence may include, without limitation, purchasing Harman Professional Products from Dealer for the purposes of evaluation, and/or verification through communication by email, phone or in person.

If Harman Professional discovers any violation of this policy, Harman Professional, in its sole and absolute discretion, may suspend or revoke a dealer's designation as an authorized Harman Professional dealer with respect to some or all Harman Professional products, without prejudice to Harman Professional's other legal rights and remedies, all of which are reserved.