



QUALIFIED PROGRAM

	TIER E	TIER X	TIER 1	TIER 2	TIER 3
Features	\$1,500-\$4,999	\$5,000-\$9,999	\$10,000-\$24,999	\$25,000-\$39,999	\$40,000+
Exclusive QI Promotions (Up to 20% off)	X	X	X	X	X
QI Economy Shipping	X	X	X	X	X
Spotlight Rewards (Earn Points for Immediate Redemption)	X	X	X	X	X
Dedicated Territory Manager	X	X	X	X	X
Eligibility to become an Authorized XIKAR® Warranty Dealer	X	X	X	X	X
Complimentary XIKAR® Warranty Signage and Kit	X	X	X	X	X
Credit for Merchandising Displays after Tier Entry Value Amount		X \$250 Credit	X \$750 Credit	X \$2500 Credit	X \$5000 Credit
Additional Discounts off of QI Economy Shipping (Continental USA, Non-freight)			X (50% off)	X (50% off)	X (Free Shipping)
Inventory Buy-Back No Restocking Fee * Does not include customized or factory direct orders				X (60 Days*)	X (60 Days*)
QI Team will Merchandise your Store In-Person over 2 Days, Training Staff, and Initiate Sales					X
VIP Concierge Support with 2-Hour Response 7 Days/Week					X

- Must purchase an assortment of QI's core brands XIKAR®, Palió®, Humidor Supreme® and Cigar Caddy® within last 12 rolling months.
- Shipping charges do not count towards goal.
- Returned items will be deducted from your total.
- This program is for brick and mortar retailers only. Drop Shippers excluded.



AUTHORIZED WARRANTY LOCATION

We are pleased to inform you that as a participant in the Qualified Program, you have the opportunity to become a XIKAR® Authorized Warranty Location. This exclusive benefit allows your store to provide repair or replacement services for XIKAR® products on-site, ensuring exceptional customer service. In addition, you will have the convenience of sending damaged goods directly to Quality Importers for replacements. We greatly appreciate your feedback and are excited to reward you with this valuable advantage, enhancing your ability to serve your customers effectively.

Here's how the process works:

Upon signing the warranty agreement, you will receive a comprehensive XIKAR® Authorized Warranty Kit, which includes:

- XIKAR® Authorized Warranty Manual
- XIKAR® Maintenance Kit (includes all necessary items for proper assessment at the store level)
- Warranty return slips
- Authorized Warranty Location window decal and in store signage



Maintenance Kit



Window Decal

To proceed, kindly sign and return the warranty agreement, indicating your commitment to adhere to our warranty terms and conditions.

Once Quality Importers receives your signed Warranty Agreement, you will be eligible to participate as a XIKAR® Authorized Warranty Location. The following guidelines apply:

- You can directly exchange XIKAR® items with a manufacturing defect for your customers, without redirecting them to the Warranty Portal.
- In the event of a defective product, you and your employees should first attempt to repair it using the Authorized Warranty Manual and the tools provided in the maintenance kit. If repair attempts are unsuccessful, the product will be considered defective and eligible for exchange.
- Please note that our warranty does not cover cosmetic damage, and such items will be returned to you in their original condition.
- Each month, you may exchange and return a maximum of 20 XIKAR® products to Quality Importers. Any quantity exceeding 20 will be returned to you in their original condition. Please ensure that all packages include the provided warranty return slips and are shipped to the following address:

XIKAR® Warranty - Retail Division
3350 Enterprise Avenue
Suite 120
Weston, Florida 33331
(888) 795 - 4839

- Once Quality Importers receives your returned products, you will be notified via email. Replacement products of equivalent value and style (based on MSRP) will be promptly shipped to you. In the event that a discontinued model cannot be replaced, you will receive an item of comparable value and style. Please note that no credits will be issued.
- You can expect to receive your replacements within 4-6 weeks after Quality Importers receives the returned items.
- For any inquires, please direct your questions to your Territory Manager, who will assist you.

Thank you for your continued support as a member of the Qualified Program. We are confident that this XIKAR® Authorized Warranty benefit will further enhance your ability to provide exceptional service to your valued customers.