

# Permobil ecommerce policy

## Permobil E-Commerce Policy: Selling on Amazon/Online Platforms

**Effective Date:** September 1, 2025

This policy outlines the eligibility, guidelines, and restrictions regarding the sale of Permobil, Inc.'s ("Permobil") products on Amazon.com ("Amazon") and other online platforms ("Online Platforms"). This includes products from Permobil Power, ROHO, Comfort Company, TiLite, PDG, and Max Mobility (SmartDrive) (the "Products"). By engaging in any activities related to selling Permobil's Products on Amazon or any other Online platform, individuals and entities agree to adhere to the rules and requirements outlined in this document.

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### 1. Authorized Sellers

The following parties are authorized to sell the Permobil's Products on Online Platforms, **excluding Amazon**:

1. **Permobil:** Permobil may manage and operate its official Online storefront.
2. **Authorized Distributors:** Approved distributors who have entered into a formal agreement with Permobil may be granted the right to sell on Online Platform under specific terms.
3. **Designated Partners:** Select retailers or third parties authorized in writing by Permobil to sell on Online Platform.

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### 2. Unauthorized Sellers

The following parties are strictly prohibited from selling Permobil's Products on Amazon and/or other Online Platform:

1. **Unauthorized Distributors/Dealers:** Any distributor not explicitly authorized by Permobil.
2. **Non-direct Permobil customers:** Any sub-company or subsidiary of an Authorized Distributor or Designated Partner that is not independently authorized by Permobil. Any entity that desires to sell Permobil's Products must be authorized by Permobil and have a direct account with Permobil. Individuals and entities may not market Permobil's Products under a different name without written consent from Permobil.
3. **Resellers Without Written Approval:** Any individual or entity reselling Permobil's Products without explicit written consent from Permobil.
4. **Drop shippers:** Sellers using drop shipping methods that result in Permobil's Products being shipped directly from third-party sources without proper Permobil oversight.

5. **Violators of Pricing Policies:** Any seller who violates Permobil's Minimum Advertised Price (MAP) policy or other pricing guidelines.
6. **Counterfeiters and Infringers:** Any entity attempting to sell counterfeit products or products that violate Permobil's intellectual property rights.

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### 3. Requirements for Authorized Sellers

Authorized sellers must:

1. **Comply with Online Platforms Policies:** Adhere to all Online Platform seller guidelines, including fulfillment, shipping, and customer service standards.
2. **Maintain Brand Integrity:** Accurately represent Permobil's Products, including descriptions, images, and specifications.
3. **Follow Pricing Guidelines:** Ensure compliance with Permobil's MAP policy and other pricing rules.
4. **Approved Health Care Providers:** Provider must have a health/clinical selling presence.
5. **Use Approved Marketing Materials:** Only use Permobil-provided or approved product images, descriptions, and advertising content.
6. **Provide Quality Customer Service:** Offer timely responses to customer inquiries, efficient order fulfillment, and proper handling of returns.

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### 4. Violations and Consequences

Unauthorized selling activities or violations of this policy will result in:

1. **Immediate Termination:** Revocation of authorization for the seller to sell Permobil's Products.
2. **Legal Action:** Permobil reserves the right to pursue legal remedies, including cease-and-desist orders, financial penalties, and lawsuits for damages.
3. **Amazon/Online Platform Reporting:** Unauthorized listings may be reported to Amazon/Online Platform for removal, which could impact the seller's account standing.

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### 5. Application Process for Authorization

Entities interested in becoming Authorized Sellers must:

1. Submit a formal application through [evans.innes@permobil.com](mailto:evans.innes@permobil.com).
  2. Provide documentation, including business licenses, sales history, and references.
  3. Agree to Permobil's MAP policy and other contractual terms.
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## 6. Monitoring and Enforcement

Permobil actively monitors Amazon/Online Platforms to identify unauthorized sellers or policy violations. Monitoring methods include:

- Routine checks of Amazon/Online Platform listings.
- Purchasing test orders to verify authenticity and compliance.
- Use of third-party monitoring services.

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## 7. Contact Information

For inquiries related to selling authorization or to report unauthorized activities, contact us at: [evans.innes@permobil.com](mailto:evans.innes@permobil.com)

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**Note:** This policy may be updated periodically. Continued participation in selling activities constitutes acceptance of the latest version of this policy.

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This policy ensures the protection of our brand, customers, and authorized sellers while maintaining high standards of product integrity on Amazon/Online Platforms.