



# QUALITY IMPORTERS QUALIFIED PROGRAM 2024 GUIDE

**IKAR**



**HYGROSET**  
ADJUSTABLE DIGITAL HUMIDIFIERS

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supreme**

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**Palió**

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**BIG EASY  
TOBACCO COMPANY**

To order: Telephone (888) 795-4839 | [www.qualityimporters.com](http://www.qualityimporters.com) | Email [sales@qualityimporters.com](mailto:sales@qualityimporters.com)



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# QUALIFIED BENEFITS

PROGRAM TIER	PURCHASE REQUIREMENTS	BENEFITS
NO TIER	\$0-\$4,999*	<ul style="list-style-type: none"><li>• Standard Quality Importers Promotions</li><li>• Regular Shipping Costs</li></ul>
TIER X	\$5,000-\$9,999*	<ul style="list-style-type: none"><li>• Access to sign up to be a Xikar® Warranty location</li><li>• Xikar® Warranty in-store signage</li><li>• Xikar® Warranty Kit</li></ul>
TIER 1	\$10,000-\$24,999*	<ul style="list-style-type: none"><li>• Save 2% on shipping immediately (Continental USA and non-freight only)</li><li>• Access to larger discounts and exclusive promotions</li><li>• Access to exclusive product</li><li>• Access to sign up to be a Xikar® Warranty location</li><li>• Xikar® warranty in-store signage</li><li>• Receive free promotional items</li><li>• Xikar® Warranty Kit</li></ul>
TIER 2	\$25,000-\$39,999*	<ul style="list-style-type: none"><li>• Save 3% on shipping immediately (Continental USA and non-freight only)</li><li>• Access to larger discounts and exclusive promotions</li><li>• Access to exclusive product</li><li>• Access to sign up to be a Xikar® Warranty location</li><li>• Xikar® warranty in-store signage</li><li>• Receive free promotional items</li><li>• Xikar® Warranty Kit</li></ul>
TIER 3	\$40,000+ *	<ul style="list-style-type: none"><li>• Free Shipping (Continental USA and non-freight only)</li><li>• Access to larger discounts and exclusive promotions</li><li>• Access to exclusive product</li><li>• Access to sign up to be a Xikar® Warranty location</li><li>• Xikar® warranty in-store signage</li><li>• Receive free promotional items</li><li>• Xikar® Warranty Kit</li><li>• Qualify for QI rebate program</li></ul>

- \* • Shipping charges do not count towards goal.  
• Returned items will be deducted from your total.  
• Swag Bunker orders count only when shipped.



# 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



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.



Dear Valued Customer,

We sincerely appreciate your interest in joining our program. As a member of the Quality Importers Qualified Program (QIQP), you will become part of our most exclusive accounts and a highly valued member of our community. Your partnership plays a crucial role in our ability to provide exceptional products and continuously improve the tools that drive your success, as well as that of others.

Since its inception in 2022, the Qualified Program has experienced remarkable growth. This program has been carefully designed to enhance your business's profitability and streamline your operations. We strive to go beyond simply offering the right products; we aim to empower you with resources that foster growth.

Regardless of whether you qualify for our entry-level Tier X or you are an established Tier 3 account, there are benefits tailored for all. Please refer to the Qualified Benefits chart for detailed information regarding each tier level and its specific advantages.

At Quality Importers, every account receives a dedicated Territory Manager. Please feel free to reach out to them or myself for any questions or concerns you may have. As many of our returning program members are aware, QI consistently adds additional discounts and product gifts for the QIQP throughout the year, and 2024 will be no exception.

We are grateful for every customer who has accompanied us on our journey over the past 24 years, and we have launched this program as a token of our appreciation for your continued growth alongside us. We cordially invite you to explore the numerous benefits of joining the QI family, particularly the QIQP.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Boswell".

Mike Boswell

Director of Sales

Quality Importers Trading Company