

Quality Importers Qualified Program 2025 Guide



IKAR

HUMIDOR
supreme

Palió

Cigar Caddy



HYGROSET
ADJUSTABLE DIGITAL HYGROMETERS

Hydra
Electronic Cigar Humidification



DIV PRO



THE BIG EASY
TOBACCO COMPANY

(888) 795-4839 | www.qualityimporters.com | sales@qualityimporters.com



QUALIFIED BENEFITS

	TIER X	TIER 1	TIER 2	TIER 3
Features	\$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
QI Economy Shipping	X	X	X	X
Spotlight Rewards (Earn Points for Immediate Redemption)	X	X	X	X
Dedicated Territory Manager	X	X	X	X
Eligibility to become an Authorized Xikar® Warranty Dealer	X	X	X	X
Complimentary Xikar® Warranty Signage and Kit	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.



AUTHORIZED WARRANTY LOCATION

We are pleased to inform you that as a participant in the Qualified Program, you have the opportunity to become 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.

Here's how the process works:

Once you reach Tier X you will be provided with the Authorized Xikar® Warranty Dealer Agreement. Upon signing the warranty agreement, you will receive a comprehensive Xikar® Authorized Warranty Kit, which includes:

- Xikar® Authorized Warranty Manual
- Xikar® Maintenance Kit
- 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.

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 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 Retailers,

As we celebrate the 25th anniversary of QI in the premium cigar business, we want to extend our deepest gratitude to you, our cherished retailers. Your unwavering support, trust, and commitment over the past quarter-century have been instrumental in our journey.

Your dedication to showcasing our family of accessory brands has not only helped us grow but has also enriched the experience of cigar enthusiasts across the nation. Together, we've shared in the joy of countless memorable moments, from the first light of a prized cigar to the last sip of wine that complements it perfectly.

We are profoundly thankful for your partnership. Your feedback has guided our innovations, your enthusiasm has fueled our passion, and your loyalty has been the cornerstone of our success. Here's to another 25 years of collaboration, growth, and shared prosperity.

With heartfelt thanks,

Mike & Marilyn Giordano

Michael and Marilyn Giordano

Quality Importers Trading Company



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