



EXHIBIT A

ONLINE SALES GUIDELINES

1. An Authorized Website must not give the appearance that it is operated by VPG or anyone other than you.
2. Anonymous sales are prohibited. An Authorized Website must conspicuously state your full legal or registered fictitious name, mailing address, and other contact information (e.g., telephone, chat, email).
3. You must provide an order confirmation and maintain post-purchase support services consistent with industry standards to ensure a satisfactory online purchasing experience, including, as applicable, shipment notifications, tracking information, and timely customer assistance regarding order status, delivery, or returns.
4. At VPG's request, you must reasonably cooperate in demonstrating and/or providing access to, and copies of, all web pages that comprise an Authorized Website.
5. An Authorized Website must prominently display your return policy, describing the terms and conditions under which products may be returned and expressly disclosing any applicable fees or deductions (e.g., restocking, handling, or return shipping costs).
6. An Authorized Website must have a mechanism for receiving customer feedback and inquiries. You must use commercially reasonable efforts to address all customer feedback and inquiries received in a professional and timely manner. You agree to provide copies of any information related to customer feedback (including any responses to customers) related to your sale of the Products to VPG for review upon request. You agree to cooperate with VPG in the investigation of any negative online review associated with your sale of the Products and to use reasonable efforts to resolve any such reviews. You shall maintain all records related to customer feedback for at least one year following the creation or submission of such a record, to the extent legally permitted. Nothing in this paragraph shall be construed to require you to disclose identifying information about your customers to VPG.
7. An Authorized Website must comply with all applicable privacy, accessibility, and data security laws, regulations, and industry standards.
8. You must ensure that the design, content, and functionality of an Authorized Website are professional and reflect favorably on our brand.
9. You must adhere to any guidelines that we provide related to order fulfillment. We reserve the right to review and approve fulfillment practices, including any drop-shipment arrangement (where a third party ships Products on your behalf to your customers).
10. You shall not permit orders to be fulfilled in any way that results in the shipped Product coming from stock other than your own.