

## Frequently Asked Questions

### **Who is GolfSmart.com?**

GolfSmart.com is a division of The Booklegger, world's leading supplier of golf books, DVDs, gift items and more to the retail industry for over 35 years. We are passionate about golf and use our extensive knowledge and experience to evaluate a constant stream of new and classic products to meet the needs and preferences of the golf enthusiast. At GolfSmart.com, consumers worldwide get the highest quality, best selling, and best value products available in today's marketplace!

### **Who can join the Partner's Program?**

Anyone who has a Web site is eligible to apply.

### **Are there any costs or expenses to join?**

There is no cost to sign up. It is your responsibility, however, to consult your Web developer to update your site with a link that connects to GolfSmart.com.

### **How does the program work?**

Upon acceptance to the program, we set a commission percentage you will earn when items are purchased through your link.

### **How do I know if I'm earning commissions?**

You will be assigned a secure login to access your account information at GolfSmart.com, where you can change your account information and view detailed sales reports and current commissions earned.

### **How are commissions paid?**

Commissions will be paid on a quarterly basis.

### **What and how many items will be available to my customers through this link?**

GolfSmart has a complete line of golf books, DVDs, gift items, training aids, greeting cards and more! Your customer has access to an extensive, and constantly updated, inventory of over 800 products.

### **How quickly, and by what methods do you ship items to my customers?**

In-stock items ship within two business days. Our default shipping method is UPS Ground, residential rates. Other shipping options are available to customers at checkout.

### **What if my customer goes back to GolfSmart in the future without clicking through my link?**

If that customer has established an account previously through your link, they will remain your customer no matter how they come to the site later on. All future purchases will still be commissioned to you.

### **Who handles customer service and returns?**

We handle everything for you. Your customer can find our contact information under the "Contact Us" link located at the top of the GolfSmart homepage.

### **What are my responsibilities as a partner?**

Retail partners are required to sell and promote our Booklegger line of products in some fashion at their store to show support and loyalty to this program. On at least a quarterly basis, all Partners must promote this GolfSmart program to their Customers and Web site viewers. This can be done in any number of ways such as a banner ad, a coupon code offering a discount on certain products, an email blast or other such ideas. You continue to be solely responsible for the development, operation, maintenance, and all materials that appear on your site. You must comply with all local, state and federal laws applicable to electronic mail marketing.

### **Can GolfSmart provide us marketing materials to help promote the site?**

We can provide you logos, images, coupon codes and press releases. We want to see this program be successful for both parties, and are happy to help you in anyway we can.

### **Can I connect to a specific product page or category?**

This is a very popular way of promoting a specific product on your site or in e-newsletters. In addition to having the basic GolfSmart.com link on your site, we can provide unique URLs that will direct your customer to the shopping cart page for instant checkout and purchase. All purchases made through these unique URLs will be tracked and commissioned to you.

### **What if I have more than one Web site?**

You will be assigned multiple secure logins to view commissions earned on each site that you promote. Commissions are paid separately for each site.

### **How secure is your site for credit card payments?**

We use Triple DES encryption that is a state-of-the-art industry standard security protocol for the protection and privacy of all of our users.

### **Can a partner agreement be cancelled?**

Yes. Either party at any time may terminate the agreement without penalty.