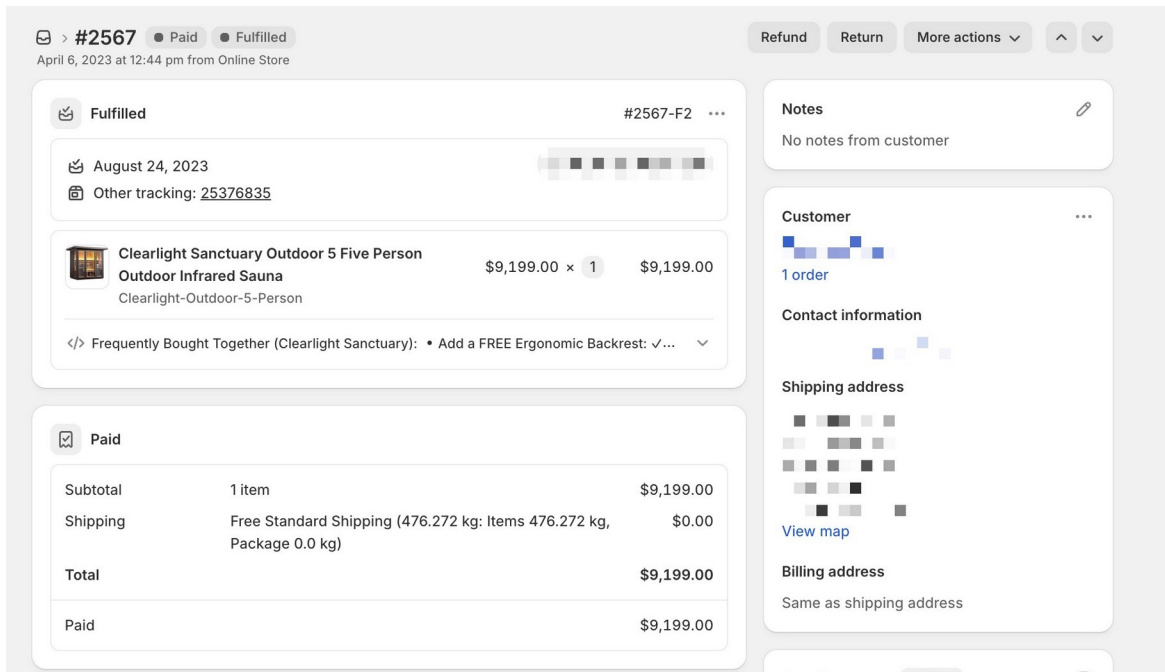


Statement of Brook Hiddink: Margin on One Sale

I, **Brook Hiddink**, founder of High Ticket (BERH Stores & Consulting Inc. - FZCO), make this statement to document a claim used in High Ticket's advertising: that a store earns the retail margin on each sale, and that an \$8,000-plus product pays about \$2,000. The exhibits below are unaltered copies of the records described.

1. On **April 6, 2023**, my store received Shopify order **#2567** for one Clearlight Sanctuary Outdoor 5-person infrared sauna. The customer paid **\$9,199.00** in full (Exhibit A; customer name and address blacked out).
2. On the same day my store placed the matching order with the brand, Clearlight, under sales order **#SO287556**, at a dealer cost of **\$6,957.00** including freight and fuel surcharge (Exhibit B). The customer's payment funded the purchase, the store held no inventory, and Clearlight shipped the sauna directly to the customer (fulfilled August 24, 2023).
3. Gross margin on this order: \$9,199.00 minus \$6,957.00 = **\$2,242.00**, or 24.4% of the sale, before payment-processing fees and advertising cost.
4. This one order supports the wording "an \$8,000-plus product pays about \$2,000" and "I earn the difference between what the customer pays and what the brand charges". Margins differ from order to order; a set of orders showing the full range claimed in advertising is a separate record.
5. These are my own historical results. I no longer operate this store. They are not typical.

Exhibit A — Shopify order #2567, April 6, 2023, paid \$9,199.00 (customer details removed)



Order #2567, April 6, 2023 at 12:44 pm from Online Store

Refund Return More actions

Fulfilled #2567-F2

August 24, 2023
Other tracking: 25376835

Clearlight Sanctuary Outdoor 5 Five Person Outdoor Infrared Sauna \$9,199.00 x 1 \$9,199.00
Clearlight-Outdoor-5-Person

Frequently Bought Together (Clearlight Sanctuary): • Add a FREE Ergonomic Backrest: ✓...

Notes
No notes from customer

Customer
1 order

Contact information

Shipping address
View map

Billing address
Same as shipping address

Paid	
Subtotal	1 item \$9,199.00
Shipping	Free Standard Shipping (476.272 kg: Items 476.272 kg, Package 0.0 kg) \$0.00
Total	\$9,199.00
Paid	\$9,199.00



Exhibit B — Clearlight sales order #SO287556, April 6, 2023, total \$6,957.00

Clearlight®

Clearlight
1077 Eastshore Hwy
Berkeley CA 94710-1011
United States

Sales Order

#SO287556

ORDER DATE: 4/6/2023

CANCELLATION AND RETURN POLICY

1. If an order is canceled prior to shipment, payment will be fully refunded. Note that we consider your product to be "shipped" when a Bill of Lading and tracking number have been generated for a freight carrier. After products are considered shipped, cancellations are treated as returns as described below.
2. All returns require a Return Merchandise Authorization (RMA) from our Customer Service Department. Please call 800-798-1779 option "2" to obtain an RMA. No returns will be accepted or any credit granted without an RMA. To receive a credit or replacement unit, we must first have a chance to receive and completely inspect your return.
3. Per our "30 Day Risk-Free Return Policy" returns will be accepted within 30 business days of product receipt. Shipping charges on returns shall be the responsibility of the customer and all returned items must be returned in "new" or "like new" condition, in undamaged original manufacturer's packaging, and with all original product manuals. After the product is received, inspected and verified to be in "like new" condition, a full refund will be provided on the product purchase price minus any original shipping charges and minus a 25% restocking charge. For products sold with a "Free or Discounted Shipping Promotion", the actual freight cost to originally ship the product will be deducted from your refund.
4. If you refuse an item delivered by a commercial shipping company for any reason other than damaged merchandise or a shipping error by us, the item shall be treated as a return and charges described in Section 3 above shall be applied.
5. Most products come with a manufacturer's warranty which is located in/on their packaging or in their documentation. We do not provide any warranty over and above the manufacturer's warranty.
6. Custom orders, private label or non-standard sauna models are non-refundable.

Bill To	Ship To	TOTAL
		\$6,957.00

Projected to be available	Amount Paid	Net Order Balance
LATE JULY	\$6,957.00	\$0
		Financed Amount

Quantity	Item	Price
1	Sanc-OD5-CL - Gray - MG/IN Sanctuary Outdoor 5 Person Clearlight Infrared Sauna with Gray Exterior, Recliner Bench, Residential Warranty: Sauna Cabin: 5 Years. Heaters: Lifetime. Electronics: Lifetime. Commercial Warranty: 5 years all components. Requires 240v/20 amp Electrical Circuit. Cord comes out of the left side of the back wall, 4" above the ground (if facing the sauna).	\$5,647.00
1	Sanc-Prem Backrest Backrest Moveable Ergonomic Backrest - Sanctuary/Premier Saunas	\$40.00
1	Backrest Freight Backrest Shipping	\$10.00
1	Sanc OD5 Freight Shipping/Delivery - When your sauna arrives at the local freight terminal near your delivery location, the freight company will call to schedule the delivery. Your sauna will be delivered at the appointed time on a liftgate truck. The driver will take your sauna off of the liftgate truck.	\$1,160.00
1	Fuel Surcharge Fuel Surcharge	\$100.00

Clearlight®

Clearlight
1077 Eastshore Hwy
Berkeley CA 94710-1011
United States

Sales Order

#SO287556

ORDER DATE: 4/6/2023

	Tax Included	No
	Tax Total	\$0.00
Total is less Tax amount if Tax Included is "YES"	Total	\$6,957.00



I confirm that the statements above are true and accurate to the best of my knowledge and belief, and that the exhibits are unaltered copies of the records described, with personal and pricing details blacked out where noted.

Signed: 

Name: Brook Hiddink

Date: September 22, 2026