

Please sign and return form in order for account to be activated. Thank you.



Rome Truck Parts, Inc.

241 Dempsey Road
Rome, GA 30161

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Email: info@RomeTruckParts.com* Web Site: www.RomeTruckParts.com

POLICY PROCEDURES

- **Customer ID:** Your Customer ID will be required when placing orders, inquiring about your account, ect...
- **Returns/Credit:** Prior to all merchandise returns, please contact Doris Allen or Kristin Kent for an RGA#. Please have your customer ID and invoice number ready. You will need to include a copy of the invoice in the package returned. Credits are issued at the end of the month.
- **Shortages/Price:** Discrepancies: All shortages and discrepancies are to be reported within 10 business days.
- **Warranties:** We have a one year warranty on all air wiper motors. Any electrical items will be returned to the manufacturer for failure determination and credit will be issued accordingly. A warranty mean full replacement at no cost to you.
- **Core Returns:** Cores are to be returned within 90 days of purchase. A copy of the invoice indicating that it is a core must accompany the core return to insure proper credit is issued to your account. Core credits are issued at the end of the month.
- **Late Charges:** 1 ½ % per month or 18% per year will be assessed to all past due invoices in excess of 30 days. EXCEPTION: If there is an invoice that has been reported with a discrepancy, there will be no late charges assessed.
- **Minimum Order:** Our minimum order is \$10.00
- **Shipping:** We use UPS for all air and ground packages unless otherwise specified. There is an additional fee if Fed-Ex is used. Freight will be charged to your invoice unless your freight collect number is submitted.
- **Credit Cards:** We accept VISA and MasterCard only

Company Name: _____

Customer ID: _____

Account Status: _____

Please sign & return by fax to confirm acceptance of these

X _____
Signature Title Date