POLICY PROCEDURES

- **Customer ID**: Your Customer ID will be required when placing orders, inquiring about your account, etc…

- **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 means 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