

# Special Order Policy

All parts being special ordered in for customers require a deposit before ordering unless the customer has a current charge account established.

Parts will be held for 30 days after the customer has been contacted and then they will be returned to the supplier and the customer's deposit will be forfeited. The exception to this will be if the parts have been paid in full when ordering. These parts will be held for 90 days before returning or destroying them.

In the case of parts ordered in that are not returnable, the deposit will be forfeited and the parts will be marked as clearance and available to anybody at a reduced price (Regular price less the amount of the deposit forfeited).

Special order parts are not returnable or cancelable once ordered.

## Amount of Deposit required

Parts with a value of less than \$100 total require payment in full before ordering,

Parts with a value of \$100 to \$500 require a deposit of 50% of the part's cost,

Parts with a value of \$500 or more require a deposit of 30% of the part's cost.

## Contacting customers

Customers will be contacted when their parts come in by telephone unless other arrangements have been made. If a customer can't be contacted by telephone, then the parts will be returned 30 days after the first attempt to contact the customer. Please make sure the customer knows that we will only make one attempt to contact them and the phone number they give us for contact should have some sort of voice mail so we are able to leave a message.

## Special Circumstances

If a customer is not sure that a part will work for their desired application we may be able to offer the customer the opportunity to return the parts if arrangements are made prior to ordering the part. Several factors will determine if this service is available including the supplier's return policy, freight charges and other factors. Please check with your salesperson to see if the parts you are ordering may be returnable. Restocking charges will probably apply.

## Credit Card Customers

All Jobber customers that normally pay by credit card will be required to place a 50% deposit on any order of \$1000 or more.

New customers (under one year selling to them) will be required to give a 50% deposit on all orders until we are certain that they have the ability to pay for special ordered parts.

Orders under \$1000 will not require a deposit for established customers which we have not had any payment problems with.