

# *2011 Prime Supply Catalog*

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## ***2011 Prime Supply Catalog Terms and Conditions***

**Methods of Payment** – We accept cash, verifiable and most bank cards on delivery of order; and we extend open account terms to accounts that have been pre-approved through our Credit Department.

**New Open Accounts** – To qualify for an open account, a completed credit application must be submitted to and approved by our Credit Department. Credit applications can be obtained from the sales staff at any of our branch locations. Credit applications are also available

online at [www.atlanticprimesupply.com](http://www.atlanticprimesupply.com). All purchases prior to credit approval will be on a COD basis.

**Open Account Terms** – Our standard terms are NET 30 days. The total invoice amount is due and payable 30 days after the invoice date. Any account that exceeds the pre-approved credit limit, or any account with unpaid balances over 30 days past due will be on a COD basis until the open balance is paid to within the credit limit and / or the account becomes current. The unpaid balance of all past due accounts will be subject to 1-1/2% monthly service charge (18% per anum).

**Sales Tax** – All items purchased for use will be taxed at the appropriate rate. Sales tax will not be charged on allowed items that are purchased for re-sale if a valid Sales and Use Tax Certificate of Exemption form is on file in our office. We suggest that this form be submitted with the credit application.

**Returned Checks** – Any check that is returned unpaid by a banking institution will be subject to a 5% service fee or \$20.00, whichever is greater, or the maximum allowed by state.

**Prices** – All prices are subject to change without notice. Merchandise will be billed at the price in effect at the time of shipment. Possession of catalogs or price lists does not constitute an offer on our part to sell at wholesale prices.

**Special Orders** – Items available from our vendors, but not regularly stocked by us, will be “Special Ordered” as a service to our customers. These items will be subject to prepayment or deposit requirements, and may not be cancelled or returned , unless damaged or defective.

**Back Orders** – Items ordered but not in stock at the time of shipment will routinely be back-ordered. We will be glad not to back-order any or all out of stock items on a specific request.

**Shipping** – We deliver orders on our trucks to business customers on a weekly basis within our delivery areas. Our sales staff can determine if you are in one of these areas. Orders to residential customers, and to all customers outside our normal delivery areas, will be sent by United Parcel Service (UPS) or by commercial freight. Normal delivery customers may elect to have any or all orders delivered by UPS or freight if the material is needed prior our normal delivery schedule.

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**UPS Shipping** – UPS offers several options for your shipment:

- Ground Service-delivery within 3 to 7 days after it has been processed.
- 3-Day Select-delivery within 3 business days after it has been processed.
- 2<sup>nd</sup> Day Air-delivery within 2 business days after it has been processed.
- Next Day Air-delivery the next business day after it has been processed.

Orders placed after 12:00 noon Eastern time may not be processed until the next business day.

**Commercial Freight Shipping** – Some items are too large or heavy to ship by UPS. These items are shipped by commercial freight carriers. Your order will normally be delivered 7 to 10 business days after it has been processed. In addition, most freight companies levy a fee to deliver to a residential address. Items such as bathtubs, doors, air conditioners, etc, must be shipped by commercial freight. If any item on an order must be shipped by commercial freight, all other items on that order will be sent on the same shipment.

**Return Policy** – Our goal is complete customer satisfaction. If you are not satisfied with your purchase, you may return the merchandise for a refund or exchange. All merchandise must be returned within 30 days of the original invoice date. Please read the return guidelines below.

**Refunds or Exchanges**- If you need to return merchandise for a refund or exchange, please complete our Return Authorization Request for an approved Return Material Authorization (RMA). On receipt of the completed return request form, our sales staff will contact you and provide a RMA number and complete instructions for returning the material. We will issue a refund or ship the replacement merchandise after we have received the returned material in unused, undamaged condition, in the original packaging, and with all accessories and manuals included. Shipping charges will apply only to the replacement material. All returns will be pre-paid by the buyer. Returns must be received within 30 days of the original invoice date. Merchandise returned after 30 days may be refused, and returned to the buyer at the buyer's cost. If we accept a return after 30 days, the material will be subject to a 15% restocking fee. No returns will be accepted after 60 days from the original invoice date.

**We will not accept returns or issue refunds on the following items: HVAC parts (including Nordyne Replacement Parts), Electrical items, Doors, Windows, Special Orders, Close-outs, and any material with total value of less than \$10.00, unless the material is incorrect or damaged upon receipt.**

**Shipping Errors**- If you need to return merchandise due to a shipping error, please contact our sales staff within 5 days of receipt for a Return Material Authorization. Please have the original invoice available when you call. You will have the option to return the material for a full refund, or have the items re-shipped. You will not be charged for the return or replacement shipping charges.

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**Damaged Material**- Please inspect your merchandise prior to signing the delivery invoice. Once you have signed the invoice, you have accepted the material in its current condition. If the material is damaged, you should refuse to sign the invoice. If you discover concealed damage after unpacking your merchandise, please contact our sales staff immediately.

**All returns for shipping errors or damaged material must be initiated within 5 days of receipt. We are not obligated to issue a return authorization after this time. We will not replace or refund incorrect or damaged merchandise if it has been installed.**

**Restocking Fee-** A 15% restocking fee may be charged on some authorized returns due to packaging and handling requirements.

**Unauthorized Returns-** Merchandise returned without authorization will not be accepted and will be returned to the buyer at the buyer's cost.

**Warranties-** Warranties for defective products are provided by the product manufacturer. Please complete and return any warranty cards received with your purchase. If you need assistance with a warranty claim, please contact our sales staff. Have your invoice available when you call.

**Military and Veterans Discount-** We honor those who serve our nation. We offer the following discount services to active, retired, and former members of the U.S. Military Services, National Guard, Reserve, and the U.S. Coast Guard.

**Veterans Discount-** 10% off normal retail prices, installations, and services for all veterans, retired military, inactive National Guard and Reserve personnel. Must show proof of veteran status at the time of sale or service work.

**Retired Military-** must present a valid retired military ID (DD Form 2)

**Veterans-** must present any of the following: valid Veterans Administration ID, copy of DD Form 214, or a valid ID from any veterans service organization such as the Veterans of Foreign Wars (VFW) or Disabled American Veterans (DAV).

**Inactive Guard and Reserve-** must present a valid military ID

**Military Discount-** 15% off normal retail prices, installations, and services for all active duty military, National Guard, Reserve, and Coast Guard personnel. Must show proof of duty status at time of sale, installation, or service.

**Active Duty Military-** must present a valid active duty military ID.

**National Guard and Reserve-** must present a valid military ID **and** current activation orders.

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**Deployed Military Discount-** 20% off normal retail prices, installations, and services for all active duty military, National Guard, and Reserve personnel currently deployed to; or scheduled to deploy to a declared combat theater of operations. Must show proof of status at time of sale or service.

**Active Duty Military, National Guard, and Reserve-** must present a valid military ID **and** current orders indicating deployment to a declared combat area of operation.

**Deployed Military Discount is also available to authorized dependents of deployed personnel during the time the military member is deployed, and is intended to help ease the stress on the military family during this difficult time.**

