

# TERMS OF SALE

## EFFECTIVE JULY 16, 2018

### JONES STEPHENS CORP. FREIGHT ALLOWANCE:

ORDER QTY/SIZE	FREIGHT TERMS
\$1,500.00 Net Order	FULL FREIGHT ALLOWED

### PAYMENT TERMS: 30 DAYS

Any past due amount is subject to a finance charge on the past due total in accordance with the Truth-in-Lending Act. Jones Stephens Corp. retains the right to modify terms based on failure to pay within specified terms.

### LIMITED WARRANTY:

All Jones Stephens Corp. merchandise is guaranteed against defects in workmanship or material for a period of one (1) year from the date of purchase. Jones Stephens Corp. retains the right to determine if merchandise returned is defective, and its judgment shall be final in such matters. Jones Stephens Corp.'s guarantee shall be limited to replacement or credit, at the discretion of Jones Stephens Corp., not to exceed the original purchase price, and shall not include any installation or labor charges of any kind, except where mandated by law. For toilet seats, this guarantee does not apply to any compression molded wood, solid wood, decorator, or economy residential plastic toilet seats used in non-residential installations, including hotels and motels. This guarantee does not apply to any seats which are modified in any way or used on any installation or unit other than a conventional water closet. We assume no liability for seats modified or installed on anything but conventional water closets.

### SALES POLICY:

Possession of any company catalog does not constitute an offer to sell. Jones Stephens Corp.'s prices are subject to change without notice. All orders will be shipped and invoiced at the prevailing price at the time of shipment. Jones Stephens Corp. reserves the right to adjust orders to standard package quantities unless otherwise stated on purchase order. There is no minimum charge.

### CUSTOMER PICKUP ORDERS:

Customers must allow a minimum of two hours from order placement before picking up the order. All "Will-Call" orders will be billed same day.

### BACKORDER POLICY:

Insulation, poly and rubber, backorders must consist of at least 4 boxes. MAPP Gas and Propane backorders must have at least 48 canisters. Liquid Lightning Pro, 1/2 gallon and gallon, backorders must have at least 48 bottles. Shower Pan Liner backorders must have at least 2 rolls. Shower Rod backorders for 5' and 6' Shower Rods must have at least 100 pieces. The backordered products mentioned above will ship LTL. If a backorder does not meet the criteria listed above, Jones Stephens will contact the customer and ask to adjust the quantity, cancel the backorder, add to a future order, or the customer may choose to pay the freight on the current order when the product arrives in stock.

### RETURNED GOODS:

No material will be accepted for return without prior authorization. Authorization to return goods (RGA) will only be provided for goods purchased from Jones Stephens Corp. within 12 months. A valid purchase order issued within the last 12 months will be required as proof of purchase prior to authorization.

A handling charge of 20% of original invoice price will apply to all returns unless otherwise noted. Material must be shipped prepaid freight within thirty (30) days following receipt of the RGA number. Only material originally sold by Jones Stephens Corp. that is in clean and resalable condition, including original packaging, shall be considered for return. Special orders and non-stock items are non-returnable.

RGA email address: [RGA@jonesstephens.com](mailto:RGA@jonesstephens.com)

### SPECIAL ORDER MATERIALS:

Orders for special non-stock items are non-cancelable and non-returnable.

### CLAIMS/DAMAGES:

It is the customer's responsibility to inspect incoming shipments for damage before signing receipt of materials. If shipment is damaged, the bill must be signed as damaged, pictures should be taken, and both should be sent in an email to the RGA department. Claims for shortages and/or errors should be reported to Jones Stephens Corp. within the indicated timeframes below.

Truck Deliveries/Common Carriers: Claims of errors, damages and/or shortages must be made within five (5) business days after receipt of materials. Any claims outside of five (5) days cannot be processed.

UPS/FedEx shipments: Claims for errors and/or shortages must be made within five (5) business days after receipt of materials. Claims must be supported by a signed copy of the carrier's delivery receipt. All claims for damages or losses should be made directly to the carrier. Any UPS/FedEx shipment claims outside of five (5) days of arrival cannot be processed.

RGA email address: [RGA@jonesstephens.com](mailto:RGA@jonesstephens.com)

### PLEASE NOTE:

Manufacturers' names mentioned in any company catalog indicate brands compatible with JS products. This does not mean the replacement part is manufactured by the brand name mentioned. The original equipment manufacturer has no responsibility for the quality or suitability of the repair parts sold by Jones Stephens Corp. Pictures in this catalog are intended as a general description only and, unless specified, do not represent any particular brand.



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