

# ***J. L. Troy Company, Inc.***

## **CUSTOMER POLICIES AND TERMS**

**J. L. Troy Company, Inc.** (aka **JLTroy, JLTroy.com**) is committed to providing you with the highest quality products and services at competitive prices. All orders receive our personal attention and are taken, processed, and shipped with your best interests in mind. With a total of 60+ years of professional installation and diagnostic experience, our sales staff will always strive to guide you to the right part for the job and assist you with any technical questions you may have. Please call on us for your installation and technical needs.

### **Business and shipping hours:**

- Our phones are answered from **8:00 am until 4:30 pm** central time Monday thru Friday.
- We also accept orders via email at [sales@JLTroy.com](mailto:sales@JLTroy.com) and fax at (901) 372-1454, or submitted through our **On-line Ecommerce Ordering System** (prior setup required)
- Ordinarily, orders are shipped the same day unless noted otherwise.
- Local pick-up hours are **9:00 am until 2:00 pm**. Local orders should be made **2 Hours** in advance of pick-up. Local deliveries by courier must be scheduled before **3:00 pm**.

### **Ordering Guidelines:**

- We have a nominal **\$50.00** minimum order. Note: the \$50.00 minimum order is extended as a courtesy to our dealers to augment regular orders. **JLTroy** reserves the right to require a **\$250.00** minimum order for customers not regularly purchasing stocking dealer orders.
- Use of our part numbers, if known, is appreciated.

### **Additions to orders:**

- Additions to local pick-up orders will add an additional **2 Hours** to order preparation time.
- Additions to shipped orders are accepted and we will strive to make additions until **3:00 pm** central time. After that time, any additions shall be treated as a new order and be subject to "Ordering Guidelines" above. We ask that you help us to keep additions to a minimum.

### **Business Requirements:**

- We require:
  - o Proof of business in the form of a business license and/or tax ID number
  - o Tennessee customers must submit a TN Resale Form

### **Payment:**

- We accept **MASTERCARD, VISA, AMERICAN EXPRESS, and DISCOVER**. This includes most **Debit and Check** cards.

### **Backorders:**

- We strive to avoid backorders, however, varying demand and/or vendor shortages can sometimes cause an item to be backordered.
- We will do our best to notify you of backorders as your order is placed and suggest alternative parts if available.
- Backordered items will only be shipped with prior approval when parts become available.

### **Delivery Refusal or Cancelled Order:**

- If an order is refused at the point of delivery (or pickup) for any reason, or cancelled after submitted, the refusing (cancelling) company will be responsible for all freight charges incurred from the delivery refusal and a 20% restocking fee or \$20.00 minimum, whichever is greater.

### **Change of Address:**

- Please inform *J. L. Troy Company, Inc.* of any address changes that may occur. If a shipment must be diverted to a different address, our shippers assess a surcharge. This surcharge and any other charges resulting from unannounced address changes will be charged to your account.

### **Merchandise Return Policy (RMA)**

J.L. Troy Company, Inc. wants you to be 100% satisfied with all of the products it offers. If you receive an order that is not to your satisfaction and/or includes discrepancies or damaged items, please notify us within 3 days of receipt of the shipment and we will gladly correct the problem.

Any part(s) being returned must be in original resellable condition or an additional repackaging fee may be assessed to the return. *J.L. Troy Company, Inc. reserves the right to refuse credit on any part(s) it deems as not resellable.* Credit for part(s) accepted for return will be applied to your account and used against any future purchase(s).

\*Some parts carry manufacturer warranties and are subject to the terms and conditions of those warranties. *J.L. Troy Company, Inc. reserves the right to act as the warranty station for such items or to have you, the customer, handle warranty related matters directly with the manufacturer.*

### **Return Procedure**

1. Fax, E-mail, or call us with a detailed listing of the item(s) you wish to return.
2. For returns within the 3 day satisfaction period, we will request that you fax us a copy of the invoice/packing slip that includes the problem part(s).
3. After receiving your request we will issue a Return Merchandise Authorization (RMA) # that will need to be written clearly on the outside of the box containing your return.  
***(Note: Any returns sent back without prior authorization will be refused)***
4. Pack the part(s), with the RMA form, in suitable packaging and return to J.L. Troy Company, Inc. freight pre-paid (*Note: J.L. Troy Company, Inc. is not responsible for freight charges on returns unless expressly noted. Any packages arriving freight collect will be refused.*)
5. Upon receipt of your return, *J.L. Troy Company, Inc.* will verify that the parts returned are as indicated on the RMA form and, depending upon the nature of the return, will refund, credit, or exchange the part(s) as detailed in the Return Policies above.
6. Any parts to be returned to you will be included in a future regular shipment placed by your company unless you, the customer, request that the part(s) be returned separately. *Shipping and handling charges will be billed to you for any returns shipped separately.*
7. **No part(s) may be returned by any party other than the original purchasing dealer.**

***J. L. Troy Company, Inc. reserves the rights to change any of its policies without notice.***

### **Contact Numbers**

E-mail	<a href="mailto:sales@JLTroy.com">sales@JLTroy.com</a>
Website	<a href="http://www.JLTroy.com">www.JLTroy.com</a>
Fax	(901) 372-1454
National	(800) 395-3957
Local	(901) 372-1448