

JVJ Hardware General Policies

Up-Dated February 2017

Thank you for being a valuable customer of JVJ Hardware. Our goal is to make doing business with us as easy as possible.

Pricing and Discounts - All pricing and discounts are calculated from our list (suggested retail) price. Our standard discount is 50/10 off list price for showroom customers and 25% off list price for e-commerce customers. Discounts are rounded to the nearest penny.

Minimum Advertised Price (MAP) Policy - We require that our customers adhere to an advertised price of no more than 10% off list price.

Displays - We offer display boards and towers at special pricing.

Samples - We are happy to ship samples of our cabinet hardware under \$12 (list) at no cost and other cabinet hardware at a 50/50 discount. We only ask that you pay the cost of freight.

Pre-Paid Freight - We offer free shipping on domestic orders over \$175. Freight on other orders will be quoted based on the destination and carrier.

Returns and Re-Stock Fees - Please request a Return Goods Authorization (RGA) before returning products to us. This helps us ensure we credit your account properly. Pure Elegance, Murano Glass and other custom made products will be subject to a 50% re-stock fee. Most other products will be subject to a 30% re-stock fee.

Warranty - We strive to deliver the highest quality product possible, but occasionally a product may have a manufacturer defective. We will happily replace a defective product within 90 days of purchase. We are not responsible for any expenses incurred with the sale of the product.

Lead Time - All items are stocked in Dallas, TX and typically ship within one week. Pure Elegance items are manufactured at the time of order and require time to cure. Most orders will ship within 14 days. If a product will not be shipped within normal shipping times, we will provide estimated shipping date.

Shipping Claims - We pack all shipments with care, but occasionally packages become damaged during the shipping process. Please accept in damaged shipment as damaged. Check the shipment carefully and report any damaged products and/or shortages within 5 business days of receipt. We will assist you in filing claims for the loss. Please remember that shipping companies frequently want to see proof of damage, it is helpful to take pictures of damaged packages.

Shipping Errors - We pride ourselves in getting your order to you quickly and correctly. Please check each order when it is received. If you find an error, report it to us within 5 business days and we will work with you to resolve it as quickly as possible.

Payments Terms - We appreciate prompt payment and offer a 2% discount for payments received within 15 days of the invoice. This discount applies to products only. All payments are due within 30 days of the invoice date. Unpaid invoices will be subject to accrued interest and any account that becomes past due will lose credit privileges. For your convenience, we also accept MasterCard, VISA, American Express and Discover, please contact our office to set-up credit card payment options. Thank you for your continued business and support.

