



The Trusted Professionals in Energy-Efficient Lighting™

www.MillerLightingProducts.com

GENERAL POLICY

ORDERING:

To avoid delays and to promptly process your order, please state the catalog number and description, quantity of each item, all in that order. Whenever possible, always **order by standard carton packs**. This will speed up the processing of your order as well as give you the benefit of the quantity pricing and packaging. **\$50.00 minimum order requirement. Counter orders- minimum order requirement \$15.00.**

COUNTER SERVICE:

Customers are especially encouraged and welcome to visit our showroom, where the latest Energy Saving Products are displayed and new items as well as our traditional parts are available. In order to avoid a long waiting period when you arrive, **orders for will-call must be phoned a minimal of 3 hours in advance.** Counter Service is available from 8:00 AM to 4:00PM (MST) Monday thru Friday.

HARD TO FIND & SPECIAL ORDER PARTS:

We are pleased to try to locate any item not found in our catalog. We have access to the best sources both domestic and foreign. **All Special Orders are subject to be purchased in full case quantities and a 100% deposit is required at time of order placement.** Please ask your Customer Service Representative to verify pricing, case quantity, estimated time of delivery and any other particulars at time of order.

PRICES:

Prices quoted are F.O.B. from our warehouse and are subject to change without notice. Verify pricing at time of order with Customer Service. All prices are subject to State and Federal taxes. State Sales Tax will be added to all orders unless an up-to-date resale certificate and Tax Form is on file.

MINIMUM CHARGE:

There is an additional service charge of \$20.00 (handling and billing costs) for any order which is less than \$50.00.

STOCK ITEMS:

Images of parts & part numbers, on-line, in catalog, Specification Sheets, etc., are for identification purposes only and do not necessarily represent the product of a specific manufacturer.

BACK ORDERS:

Back orders with a value of less than \$15.00 and/or older than 60 days are subject to cancellation. All items not shipped are automatically placed on backorder. We will FAX, email, or Call, to you any available back orders that we are able to ship. Please indicate which items you still require and FAX, or Scan and email the worksheet back to us for immediate processing.(All Back Orders are filled on a first come first served basis so please respond quickly.)

SHIPMENTS:

Please advise us as to how you prefer shipment. If no specific instructions are received we will use our best judgment.

PERFORMANCE:

We will strive to meet shipping schedules; however, in no event shall Miller OEM Supplies, Inc., DBA: Miller Lighting Products pay any amount, whether identified as a penalty or as liquidated damages, for failure to meet a shipping schedule.



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GENERAL POLICY (Continued)

CLAIMS:

All Claims must be made within 10 days of receipt of order. No returns will be accepted without prior written permission in which an RGA (Return Good Authorization) Number will be issued. This RGA number is valid for 14 days only and must clearly be marked on each carton to be returned. An itemized list of the merchandise and the original invoice number must accompany all Returns. **An RGA must be obtained before any Counter Service return is accepted. All defective returns are subject to inspection before a credit will be issued.**

RESTOCKING CHARGE:

There will be a 25% restocking charge, for all merchandise returned unless the reason for the return was the fault of Miller OEM Supplies, Inc., DBA: Miller Lighting Products. Special Order, Non-Stock, Promotional and Special Items all sales are final and are never subject to be returned. Currently stocked items, upon approval, must be returned within 14 days.

TERMS:

Open account terms are NET 30 DAYS from date of invoice. Past Due invoices may result in Credit Card or COD Status.

PAST DUE ACCOUNTS:

No orders will be shipped until all over due balances are cleared. Overdue accounts are subject to a 1.5% per month finance charge.