

Why order from SERV-U® ?

Selection – thousands of items to choose from!

Exceptional service – in-stock orders shipped same day!

Reliability – years of industry experience!

Value – commercial quality name brand products!

Unbeatable savings – low, low discount prices!

SERV-U® GUARANTEE

Your satisfaction is our #1 goal. If you are not satisfied with something you receive from Serv-U, you may return the merchandise freight or postage pre-paid (in new and unused condition) within 30 days for a refund or exchange. Some items may be subject to a restocking charge. Special Order merchandise may not be returned or exchanged. See page 299 for complete details. Manufacturer's warranties apply unless otherwise noted.

Do you have friends or business associates who would like a SERV-U Catalog?

Name _____ Ph# _____

Business Name _____

Address _____

City _____ State _____ Zip _____

Name _____ Ph# _____

Business Name _____

Address _____

City _____ State _____ Zip _____

Current catalogs and fliers are available for download at www.servu-online.com.

RETURN POLICY AND INSTRUCTIONS

New and Unused stocked items may be returned (in the original cartons) within 30 days of the invoice date. Returns due to customer negligence or error will be subject to a restocking fee upon inspection of the item. Outbound freight may not be refunded at the merchant's discretion. Non-stock items and items shipped direct from the factory are subject to the manufacturer's restocking fee.

Used, special order and custom-made items may not be returned.

A new and unused item that appears to be inoperable, but has no apparent damage, is considered *defective*.

The procedures for returning defective merchandise may vary, since many manufacturers insist on handling defects directly. If the defective merchandise is used, our Customer Service Department can assist you in contacting the manufacturer for warranty repair or replacement.

Please contact our Customer Service Department to obtain a Return Authorization before returning any item.

All returns must be freight pre-paid. Returns sent C.O.D. will be refused.

ORDERING METHODS

PHONE - Please call our toll-free number (800-797-3788) for fast, friendly service. Our knowledgeable equipment and supply sales staff will be happy to assist you.

FAX - Fax your order to us! Fax lines are available 24 hours a day, 365 days a year at 217-359-3867.

MAIL - If you would like to order by mail, simply complete the Serv-U order form or your Purchase Order and send it to us in the attached postage paid envelope.

INTERNET - Our website (www.servu-online.com) allows you to place orders over a secure server 24 hours a day, 365 days a year when it's most convenient for you!

E-MAIL - Simply e-mail your list of items along with your contact information to sales@servu-online.com any time of the day or night!

WILL-CALL - Convenient pick up from our Champaign, IL distribution center Monday through Friday, 9am to 5pm and Saturday, 9am to 2pm.

PAYMENT METHODS

PRE-PAYMENT - Pre-payment may be made via check (personal, business, or cashier's), money order or by wire transfer. While we attempt to bank-approve personal and business checks for immediate shipment, this may not always be possible and we may hold your order for approval. All NSF checks will be assessed a \$25.00 service charge. If it becomes necessary for us to use an attorney or collection agency, you will be responsible for all collection fees.

COD - We offer collect-on-delivery service on ground shipments. There is a maximum limit of \$300.00 for COD orders, and a \$9.00 per package fee that is added by the delivering carrier. Please be aware that some delivering carriers no longer accept cash as payment for a COD delivery. Please be certain that someone will be available to accept and pay for the delivery. If an order is returned due to COD funds being unavailable, you will be responsible for the carrier's COD and shipping fees.

CREDIT CARD - Serv-U accepts Visa, MasterCard, Discover, and American Express. Please provide the credit card billing address if different from the shipping address and daytime/evening phone numbers. If the billing address does not match that which is on file at the financial institution or if authorization is not given for any reason, we reserve the right to cancel the order.

Serv-U® is registered in the U.S. Patent and Trademark Office.

SALES TAX

Serv-U collects sales tax on orders in the state of Illinois. Also, certain manufacturers charge sales tax on factory-direct orders shipped into certain states. Ask your Serv-U Sales Representative for details.

PRICES AND DESCRIPTIONS

All prices, pictures, and descriptions in this and all Serv-U publications are subject to change without notice.

Please contact us within 30 days regarding price or promotion discrepancies.

BACKORDERS

We backorder out-of-stock merchandise whenever possible unless you specify that you do not want an item backordered. Certain sale merchandise, products with uncertain availability, and discontinued items may not be backordered.

SPECIAL ORDERS AND CUSTOM MERCHANDISE

Any special made or custom merchandise already in production at the manufacturer's facility will be subject to the manufacturer's cancellation and restocking fees. Special order and custom made merchandise may not be returned.

Call Serv-U at 1-800-797-3788.