

Terms & Conditions

General Policy

Young Supply Company sells wholesale to licensed contractors, service companies, hotels, motels, apartments, and industrial firms that employ onsite maintenance staff only. Identification may be required at purchase.

Quotations

Quotes are available upon request. Contact your local Young Supply Company territory manager or Young Supply Company branch.

Payment Terms

For customers with established credit, our terms of sale are 1% discount on invoices dated the 1st to the 15th that are paid by the 25th of the same month and invoices dated the 16th to the end of the month that are paid by the 10th of the following month. A 1% service charge per month (12% per annum) may be applied to any balance past due under our normal credit terms. In the event a customer's account is placed in collection, the customer is liable for collection and attorney fees of 25% of the owed amount. If credit is not established, please contact the Credit Department at (586) 421-2400, or download our Credit Application at www.youngsupply.com, or payment of invoice can be made using:

- Cash or Check (with proper authorization and approval)
- Money Order
- Visa
- MasterCard
- American Express
- Discover

Orders & Delivery

Orders can be placed in store, by phone, or online. All orders will be handled the same day received. Method of transportation, such as U.P.S, next day air, or common carrier, can be specified at the time the order is placed. Our branches offer delivery within their trading area. A delivery surcharge of \$30.00 will be applied on all deliveries made by Young Supply Company.

Special Orders

All special orders (items not in stock) must be pre-paid, unless credit account terms have been established. The customer is responsible for all shipping, handling, and manufacturer's charges.

Backorder Policy

Out of stock items will automatically be backordered. At the time the order is placed, customers may specify method of transportation to receive the item once it becomes available.

Limitation of Liability

Any liability for consequential and incidental damages is expressly disclaimed. Young Supply Company liability in all events is limited to and shall not exceed the purchase price paid.

Freight Claims

All claims for loss or damage must be made directly with the freight carrier, except for U.P.S. shipments. All claims should be made promptly.

Billing Procedure

Invoices are mailed, emailed, or faxed every other business day. Statements are sent on the first business day of every month.

After-Hours Policy

If you need to make a purchase after store hours, refer to the Emergency Numbers listed under the Contact Us section of our website (www.youngsupply.com). There is a \$75.00 fee for all after-hours openings.

Merchandise Returns

Stock Returns

Return of merchandise purchased "off the shelf" from Young Supply Company. Stock merchandise may be returned within 90 days of the original purchase date in good, re-sellable condition (i.e., free of damages, defects, scratches, markings, etchings, etc.). We do not accept returns on products that have been installed. Proof of purchase and prior authorization may be required before any returns can be processed. All merchandise returned for credit is subject to a minimum 15% restocking fee.

Special Order Returns

Return of merchandise not in stock, special ordered through Young Supply Company. Special orders or custom items are not subject to cancellation or return.

Warranty Returns

For merchandise returned due to manufacturer product defect or failure. Young Supply Company will extend the manufacturer's warranty on all items sold. Warranties do not cover improper use or tampering, and are limited to repair or replacement and never consequential damages. Proof of purchase may be required before a credit or replacement of materials is issued. If a warranty claim is denied by a manufacturer, the customer will be liable for the replacement cost or exchange from Young Supply Company. Customers can ensure a quick turnaround by providing complete information, which includes but is not limited to:

- Model number
- Serial number
- Installation date and/or address
- Purchase date

Details of manufacturer warranties are available upon request.