

Terms and Conditions

Terms

- With approved credit, terms are net 20 days from date of invoice.
- Orders picked up at the Dallas area distribution center may be subject to a discount allowance.
- Orders for stock items confirmed within 24 hours of receipt. Stock orders may ship within 1-3 days of confirmation. Orders may be held to ship complete orders.
- Deposits apply on certain products and will be required in order to fulfill the shipment. We reserve the right to request payment in advance.
- Past due accounts are subject to interest at the maximum rate permitted by law.

Prices

- Prices and specifications are subject to change without notice. Pricing shall be based upon the price list in effect at the time the order is entered. Every attempt is made to adequately announce price changes in advance of their effective dates to all customers. All orders will be accepted with the understanding that billing will be rendered at prices prevailing at the time the order is placed.

Product Availability

- Products included in the price list reflect products available at the time of price list distribution. JRMI reserves the right to discontinue or alter products at its discretion.

Changes and Cancellations

- All cancellations must be confirmed in writing and received three (3) days prior to ship date..
- Custom orders and special products cannot be canceled after production has been started.

Freight

- Most minimum order shipments (see price list), per delivery address, will be shipped freight free to your warehouse dock in the 48 contiguous United States.
- Shipments totaling less than the agreed minimum, per delivery address, actual freight charges will be billed on the invoice.
- Certain product exceptions apply.
- Purchaser takes title of the merchandise upon shipment from JRMI distribution point and is responsible for filing any freight claims.
- JRMI will use best judgment for choice of carrier, without assuming responsibility for delays.
- Freight charges are dock-to-dock deliveries only, and do not include inside delivery, lift gate, sort/segregate, or other accessorial charges.
- Accessorial charges, if required, billed separately.
- Merchandise should be fully inspected upon receipt for evidence of damage or shortage before actual acceptance.

Damage or Shortage

- When damage or shortage occurs, refuse acceptance until transportation agent endorses extent of damage or shortage. If external appearance has not indicated damage, but upon opening, contents are found damaged, unpacking should be stopped and an inspector of the delivering carrier should be called immediately. The delivering carrier inspector should indicate on the delivery receipt the exact condition of contents.
- Any damage must be noted on the delivery receipt as to the exact condition of the damage.
- Shipments accepted without damage noted on delivering carrier's delivery receipt are accepted as product delivered in full and in good condition.
- Claims should be filed immediately with the delivering carrier. Call JRMI for assistance.

Claims

- All claims against JRMI must be made in writing within two (2) business days of receipt of goods.
- Claims made after ten (10) business days of receipt of goods will not be accepted.
- Claims for goods damaged in transit must be filed with the transportation company, as JRMI is not responsible for damages in transit. Call JRMI for assistance.

Returns

- Return shipments will not be accepted unless authorized by JRMI and issued a Return Merchandise Authorization (RMA) number.
- Return product must be shipped freight prepaid, and will be subject to a 15% restocking charge. Goods that are returned without prior authorization will be refused at the shipper's expense.
- Only current stock merchandise may be considered for return. All products to be returned must have been shipped within the previous 90 days and be in their original shipping containers.
- Approved goods for return must be received within twenty (20) business days of the return authorization date.
- Overstock return/inventory adjusting is not allowed.
- Custom product or special order merchandise is not subject to return.

Changes and Cancellations

- All cancellations must be confirmed in writing and received three (3) days prior to ship date to be allowed. Custom orders and special order products cannot be canceled after production has been started.