



## **GREAT NORTHERN EQUIPMENT**

20195 South Diamond Lake Rd., Suite 100 • Rogers, MN 55374  
(800) 822-0295 • (763) 428-2237 • Fax (763) 428-4821

### **2015 GNE TERMS AND POLICIES**

#### **PAYMENT TERMS:**

- Customers that qualify for credit are given terms of 1% 10 NET 30 unless otherwise stated in seasonal programs. Customers that do not qualify for open credit will be set up as credit card only.
- Credit Card payments are excluded from early payment discounts.
- Past due outstanding invoices may be charged 1.5% interest monthly.
- Great Northern Equipment (GNE) accepts Cash, Check, Visa, MasterCard, Discover Card, American Express, Paypal, Money orders, bank wire transfer, and ACH electronic transfer payments. Credit card charges over \$25,000 must be approved on a case by case basis.
- International shipments require a prepayment via wire transfer.
- A \$30.00 Bank fee will be applied to all NSF Checks.
- Past due accounts will be placed on credit hold until account is paid to current. Past due accounts over 60 days may lose credit terms or have their credit limit restricted with GNE. Prepayment or Credit Card payment may be required on future orders.
- Invoices for all orders will be distributed electronically via e-mail the following business day.
- GNE Reserves the right to change / correct payment terms without prior notice.
- For more information, see GNE Accounts Receivable Policy.

#### **ORDERING:**

- To receive the fastest service, order online through the Power Link or product specific website. Please include Part Numbers, Purchase Order Number and indicate shipping preference (i.e. ship order complete or partial shipment allowed). See "Communication" below for contact information.

#### **SHIPPING:**

- Unless a preference is indicated on the Purchase Order, orders will be shipped best way.
- If GNE is unable to fill an entire order, partial shipment will be made, unless "Ship Complete" is indicated on the Purchase Order.
- Customer Will Calls are invited with a minimum 4 hour notice provided. Hours are 8 a.m. to 4:30 p.m. If possible, please notify sales of pick-up date at time of order placement.
- If Will Call product is not picked up within 3 business days, the order will be cancelled.
- A \$50 Drop Fee applies to orders delivered by a salesperson and will be added to the invoice. Deliveries in excess of 2 pallets will incur additional charges.
- Engines ordered in less than OEM pack quantities may incur additional packaging fees / charges.

#### **FREIGHT:**

- The Customer is responsible for filing a freight claim with the freight carrier for any freight damaged product. Notify the carrier at once if your package arrives open or damaged. We recommend noting on the freight bill any noticeable damage to carton or product. Save all packing and cartons for the carrier to inspect. This ensures proper freight claim handling.
- GNE must be notified of any product shortages within 24 hours of receipt.
- Freight is FOB Rogers, MN.
- Additional charges may apply for Manufacturer Direct shipments.

#### **RETURNS:**

Revised 03/2015



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- All returns must have a Sales Return Order number (SRO#) from Great Northern Equipment clearly marked on the exterior of the package or it will be refused. SRO#'s can be obtained by contacting a member of the Power Team.
- Part Returns are subject to a 20% restocking fee. Parts must be in original packaging.
- Returns of Power Equipment or Engines must be approved in advance, returned in new condition, and will be subject to a restock fee.
- All Special Orders are non-cancelable, non-returnable, and may be subject to a payment deposit.
- Scratch and Dent Engines are sold "As Is" and are non-returnable.

#### PRICE CHANGES:

- Prices are subject to change without notice.
- GNE reserves the right to correct pricing errors on any / all print / electronic media.

#### INTERNET SALES:

- Dealer shall not, directly or indirectly, sell any **Schiller Grounds Care Products** (BOB-CAT, Ryan, Classen, Little Wonder or Mantis) or **American Honda Corp.** Products by mail order or over the internet to geographies in which the dealer has no sales, installation and/or service personnel.
- Dealer shall sell the Products only to customers located within the United States or Canada and that are located within the geographic area where the Dealer's sales force makes regular face-to-face visits with customers. The Dealer's service staff shall set-up, instruct the user on the equipment (face-to-face), and provide after sale service and repairs. The customer must be located within a reasonable distance of the selling Dealer's showroom.
- Please refer to product line specific rules and regulations prior to selling via the internet in your local dealer market.

#### GNE COMMUNICATION:

- Customer Service Phone: 763-428-2237, or 800-822-0295
- Customer Service Fax: 866-779-9963
- General Office Phone: 866-297-5075, or 763-428-3569
- General Fax Number 763-428-4821
- Email Addresses:
  - Customer Service: Parts@gnedi.com, Engines@gnedi.com, Powerequipment@gnedi.com
  - Accounting: ar@gnedi.com
  - A complete listing of all employees and departments is available upon request.
  - Website: [www.gnedi.com](http://www.gnedi.com)

#### CUSTOMER COMMUNICATION:

- Customers are required to complete a customer set up form. GNE requires contact information for Accounts Payable and Purchasing before completion of customer setup.