

## 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.
- For more information, see GNE Accounts Receivable Policy.

### ORDERING:

- To receive the fastest service, order online through the Power Link. Please include Part Numbers, Purchase Order Number and indicate shipping preference (i.e. ship order complete or partial shipment allowed). See “GNE 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 4:00 p.m. If possible, please notify sales of pick-up date at time of order placement.
- Will call orders must be paid via credit card or placed on approved credit terms. No cash or checks will be accepted by warehouse personnel.
- If Will Call product is not picked up within 3 business days, the order will be cancelled.
- A \$50 Delivery 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:

- All returns must be pre-approved and 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 Inside Sales Team at (800) 822-0295.
- Part returns. Subject to a minimum 20% restocking fee (could be higher if returned in poor condition). Parts must be in original, unopened packaging and part numbers must be clearly marked and grouped together. Part returns must be made within 60 days of the original invoice date. Electrical parts like Coil's , Regulators , ECU's etc. are NON-returnable.
- Power Equipment and Engine returns. Returns for these items must be made within 60 days of the original invoice date, returned in new condition (never gassed, oiled, or engine mounted), and will be subject to a restocking fee. The restocking fee is minimum 15% on these items. (Percentage could be higher depending on returned condition).
- Scratch and Dent Engines are sold “As Is” and are non-returnable.
- GNE Reserves the right to decline returns that arrive in unacceptable condition – return shipping will be at customer expense.



# GREAT NORTHERN EQUIPMENT

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

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### 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:

- Dealers shall not, directly or indirectly, sell any **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 discuss product line specific rules and regulations with your GNE Representative 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 on our website [www.gnedi.com/salesstaff](http://www.gnedi.com/salesstaff).
  - For more information, please visit our website: [www.gnedi.com](http://www.gnedi.com)

### CUSTOMER COMMUNICATION:

- If you would like to purchase product from GNE, you are required to complete a Customer Setup Form. This form can be found on our website at [www.gnedi.com/customer-set-up-form](http://www.gnedi.com/customer-set-up-form).