

Dealer-SpringCo Business Interaction

We at SpringCo manufacturing are proud of our dealer organization. As a policy we try to make all business interactions as easy as possible to allow the dealer to spend more effective time selling. The following describes the standard procedures used in the dealer/SpringCo interaction.

Becoming a dealer:

Upon return and approval of the completed dealer registration form, an order for a minimum of 4 units (any models) is required to be officially listed as a dealer. As a dealer, future orders are accepted for quantities of one (1) and up.

It is expected that the dealer maintain integrity in their dealings as they are representing SpringCo Manufacturing.

General:

All of our dealers work directly with SpringCo Manufacturing. This is not a multi-level (pyramid) marketing program. We encourage potential users to go through dealers. For instance, if a potential user calls the factory, we lookup the closest qualified dealers to the consumer or suggest dealers' web sites.

Order Processing:

Orders may be placed by phone, FAX or e-mail. Orders are generally shipped out the same day if received by 2:00PM Eastern time. Shipment is via UPS ground unless another method is requested. In any case the dealer pays the delivery charge. The tracking number is placed on the invoice. The tracking number also can be sent to the dealer by FAX or automatically by E-mail.

If requested, we will drop ship to your customer for a fixed fee.

Payment:

We accept most major credit card including Visa, MasterCard, Discover and American Express. We also use COD or prepay check. Thirty day credit is available after approval of a completed credit application. We will send you one on request. A high percentage of our dealers prefer to use credit card.



Warranty and repair:

The LightningAir units come with a limited lifetime warranty and a 90-day full replacement/repair warranty from the date of purchase. During the 90 day coverage, SpringCo is responsible for the shipping charges using a UPS "Call tag" on pickup and UPS ground for returning the unit to the user.

Under the lifetime warranty, after the 90 days, the user (consumer) calls SpringCo directly. On evaluation of the problem, if it can not be solved over the phone, it may be suggested to return the unit to the factory at the user's expense. They would be charged for labor as noted on the warranty card that is shipped with the unit (The card is to be filled out by the user and returned to SpringCo on receipt of the of the unit).

We suggest that the dealer keep extra plates and HEPA filters in inventory for a rapid service response.

Dealer Repairs:

Some dealers elect to do their own customer service repair. We offer to sell parts to the dealer assuming they are qualified to do repairs. Dealers who wish to do their own repair should keep in mind that there is high voltage inside so caution is suggested.