

Mid-City Supply Labor Credit Policy

Over the past few years, Mid-City Supply has received a growing number of requests to reimburse labor charges for product defects and distributor mistakes. Because we are all subject to human error and we sell mechanical products that fail, problems do occasionally arise that require our support. **Mid-City Supply is willing to consider and/or support our partner customers in any “fair and reasonable” manner for major mistakes we have committed.** We strongly believe this separates us from many of our competitors that sell product with low prices but don't support the customer when problems arise. The following statement is to clarify Mid-City Supply's policy on handling various types of labor requests.

Manufacturer Defects: All labor charges involving a defective product from a manufacturer should be invoiced to the manufacturer and not Mid-City Supply. Some manufacturers have written labor reimbursement policies but most do not. **However, all manufacturers require the labor invoice be submitted at the same time the defective product is returned to Mid-City Supply.** This allows the labor request to be considered at the time the manufacturer is testing the product for defects. Otherwise, the defective product may be discarded and no labor allowance will be made. Mid-City will submit labor request, along with the defective product, to the manufacturer for consideration. Labor reimbursement from manufacturers to our customers may include free product, check, and/or credit through Mid-City Supply.

Mid-City Supply Mistakes: Mid-City supply works hard to eliminate mistakes. We continuously train our associates on products and procedures to help reduce mistakes. Unfortunately, we are not always successful. **Mid-City Supply will consider and/or support our partner customers in any “fair and reasonable” manner for major mistakes we have committed.** However, we reserve the right to deny any labor claim to customers that abuse this policy or in situations where Mid-City was not directly responsible for the mistake.

The bottom line is that we will fully support customers that fully support us. Our partnership philosophy is based on a give and take relationship. We will take care of the major mistakes in an appropriate and timely fashion. Mid-City Supply incurs substantial daily costs for returned material that the customer “ordered wrong” or was “surplus material.” These are expenses that we try to control but are part of doing business. We ask our customers to consider all the value added services we provide to them at no cost before they submit Mid-City a labor bill for “little” mistakes. We are all in this together and our success depends on how well we support each other through good times and bad.

Thank you for your continued partnership with Mid-City Supply.

Sincerely,
Mid-City Supply Co.

Jeff Stevens

Vice President of Sales and Marketing



BATH & KITCHEN SHOWROOM

LABOR CREDIT INFORMATION FORM

PLEASE PRINT OR TYPE
ONE CREDIT REQUEST PER FORM

Company Name: _____ Date: _____

Company Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____

Product Description: _____

Unit Model Number: _____ Unit Serial Number: _____

Part Number: _____ Part Serial Number: _____

Date Installed: _____ Date Failed : _____

Specific Reasons For Labor Credit Request _____

Total Labor Hours: _____ Total Labor Amount Requested: _____

Homeowner's Name: _____ Phone Number: _____

Homeowner's Address: _____

City: _____ State: _____ Zip Code: _____

NOTE: If requesting labor credit on replacement part(s) (especially State Water Heaters), the original part number and part serial number must be noted. Mid-City Supply Co., Inc. requests all defective parts be returned with this completed form. A Return Merchandise Memo (RMM) will be written by Mid-City as receiver for the defective parts.

FORWARD ALL TO:

Jeff Stevens
Mid-City Supply Co., Inc.
940 Industrial Parkway
Elkhart, IN 46516