

Reinders

ORDERING & SHIPPING INFORMATION (EFFECTIVE JANUARY 1ST, 2009)

SHIPPING INFORMATION

All products are sold F.O.B., Elm Grove, Waukesha, Appleton, Madison, Stevens Point, Kenosha, Rockford, Vernon Hills, Franklin Park, Brooklyn Center, Rochester, or Kansas City. UPS shipment orders phoned, emailed or faxed into our stores by 11 a.m. will be shipped out the same day. We will strive to ship all orders as quickly as possible, but some shipments during the peak season may require additional lead time. Reinders stores are self serve warehouses and are staffed accordingly. Products will be reserved for Will Call orders at these stores but cannot typically be picked prior to arrival. Backorders will be written on all unfilled orders unless otherwise specified by the customer. UPS backorders will be shipped at no charge, excluding special order items.

CLAIMS FOR SHORTAGES OR DAMAGED PRODUCT

Reinders, Inc. will not accept liability for shortages or damages after the goods have left our control. It is the customer's responsibility to verify correct product and quantities on all orders prior to leaving our facility. Any claims related to UPS or delivered orders must be made within 48 hours within receipt of order.

RETURNS

All returns must have prior approval from a store manager or the product manager. A returned goods authorization number (RGA) must be obtained from Reinders, Inc. prior to returning product. Equipment must returned freight pre-paid. Product must be new, unopened, of current style, undamaged, and resalable. A copy of the original invoice, packing list, or RGA must be presented with the return of the material. All returns of current stock items will be subject to a minimum 15% restocking fee or the manufacturer's charge, if higher. If the error was made by Reinders, Inc., a restocking fee will not apply. The amount of the credit will be based on the current price or invoiced price, which ever is less.

SPECIAL AND NON-STOCK ITEMS are not returnable for credit.

Reinders



Store Locations

WISCONSIN

Waukesha
2343 Pewaukee Rd
Waukesha, WI 53188
PH(262) 524-0200
FX(262) 524-2164

Corporate Headquarters
13400 Watertown Plank Rd
Elm Grove, WI 53122-0825
PH(262) 786-3306
FX(262) 786-6111

Kenosha (Bristol)
20830A 75th St (Hwy 50)
Bristol, WI 53104
PH(262) 857-3306
FX(262) 857-2474

Madison
4217 Nakoosa Trail
Madison, WI 53714
PH(608) 244-0200
FX(608) 244-6101

Appleton
900 Randolph Dr
Appleton, WI 54913
PH(920) 788-0200
FX(920) 788-4272

Stevens Point (Plover)
3510 Post Rd
Plover, WI 54467
PH(715) 342-3600
FX(715) 342-3601

ILLINOIS

Vernon Hills
1000 S Butterfield Rd(#1007)
Vernon Hills, IL 60061
PH(847) 573-0300
FX(847) 573-0303

Rockford
2241 N Central Ave
Rockford, IL 61101
PH(815) 961-0200
FX(815) 962-8660

Franklin Park
3816 Carnation St
Franklin Park, IL 60132-1202
PH(847) 678-5555
FX(847) 678-5511

MINNESOTA

Minneapolis
6801 Shingle Creek Pkwy
Brooklyn Center, MN 55430
PH(763) 503-0200
FX(763) 503-9584

Rochester
3551 Commercial Dr SW (#100)
Rochester, MN 55902
PH(507) 292-0677
FX(507) 292-0769

MISSOURI

Kansas City
1600 N State Rd 291
Independence, MO 64058-2822
PH(816) 257-5252