

General Policies

Thank you for being a valuable customer of JVJ Hardware. Our goal is to make doing business with us as easy as possible.

Orders

Email: sales@vjhardware.com

Fax: 888-676-6770 or 214-388-0391

Phone: 800-969-4393 or 214-381-9843

On-Line: www.vjhardware.com

Pricing, Discounts and MAP Policy - All pricing is calculated off our list (suggested retail price). Dealers may set their own prices, but all advertised pricing (print, media, electronic, own website) should not be less than 10% off suggested retail price. Dealers may list our products on their own website, but should not list products on other platforms without written permission.

Payments - All payments are due within 30 days of the invoice date. We accept checks, VISA, MasterCard, Discover, AMEX. Unpaid invoices are subject to accrued interest and loss of credit privileges.

Returns - Please request a RGA before returning products. Future account credit, less the restock fee, will be issued for products that are returned in original condition. A minimum 50% restock fee will apply to custom products and a minimum 30% to most others.

Shipping and Lead Times - All orders are shipped FOB via ground from our warehouse located in Dallas, TX. Most items will ship within a few days. You will be notified of potential delays and estimated shipping dates.

Freight - Orders over \$300 shipping to domestic commercial address will ship for free. Freight on other orders will be quoted based on the destination and carrier. (Pre-paid freight does not apply to orders shipped to residential addresses.)

Shipping Damage and Errors - Please inspect orders promptly when received. If there is an error or damage, please report them to us within 5 days of receipt. We can assist you in filing a claim for damages with the shipping company and most will require photo documentation of the damage.

Samples - Samples are available for most cabinet hardware. Items with a list price of \$12 or less are available at no cost and other items are available at a discount. Samples are limited to 3 items and subject to shipping charges.

Displays - Slot wall and tower displays are available at special pricing. We work with each showroom to develop a display program for them and their customer base.

Warranty - Occasionally a product may have a manufacturing defect. We will replace a defective product within 90 days of purchase. We are not responsible for any expenses incurred with the sale of the product.

Conversion of mm to inches to nearest 1/32

mm . . . inches . . . Approximately	mm . . . inches . . . Approximately
30 1.18 1-3/16"	288 11.34 11-11/32"
32 1.26 1-1/4"	304 11.97 12"
48 1.89 1-7/8"	320 12.60 12-19/32"
80 3.14 3-1/8"	337 13.27 13-1/4"
96 3.78 3-3/4"	384 15.12 15-1/8"
128 5.04 5-1/32"	432 17.01 17"
160 6.30 6-5/16"	448 17.64 17-21/32"
192 7.56 7-9/16"	492 19.37 19-3/8"
224 8.82 8-13/16"	495 19.49 19-1/2"
241 9.49 9-1/2"	672 26.46 26-15/32"
256 10.08 10-1/16"	730 28.74 28-3/4"
273 10.75 10-3/4"	

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