



Terms & Conditions

Welcome to Linear Solutions Inc., your trusted partner located in Griffith, Indiana. We specialize in providing top-tier products and services to electrical distributors, ensuring you have the best solutions to meet your business needs. Our commitment to quality, reliability, and innovation sets us apart in the industry, and we pride ourselves on building strong, lasting relationships with our customers.

This "Guidelines" document is designed to communicate how we conduct our business and provide a clear structure for our daily operations. While we remain flexible and believe in fostering goodwill, these guidelines have been created to offer a comprehensive understanding of our practices and expectations. Our aim is to facilitate smooth transactions and enhance our collaborative efforts, ensuring mutual success and satisfaction.



Linear Solutions Inc. 149 S. Colfax St Griffith IN 46319
www.linearsolutionsinc.com
219-237-2399



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Introduction

Thank you for selecting Linear Solutions Inc. as your partner in innovative solutions and cutting-edge services. Since our establishment in 2018, we have been steadfast in our commitment to excellence, delivering superior products and unmatched customer service to our esteemed clientele. We are honored to have the opportunity to collaborate with your company and look forward to contributing significantly to your operational success.

Unless explicitly agreed otherwise in a signed written agreement, all purchase orders submitted to Linear Solutions Inc. shall be governed by the following terms and conditions:



Will Call Guidelines

Purpose:

This Will Call Guideline outlines the procedures for customers to pick up ordered goods directly from Linear Solutions Inc. It ensures efficient operations, safety during pickup, and protection for both the company and its customers.

Linear Solutions is the home of the “5 minute will call” showing our dedication to our customers and how we value their time as much as they do.

1. Eligibility and Notification:

Customers opting for Will Call must specify their preference on the initial purchase order. In order to help us keep our “5 minute will call promise”, Customers are encouraged to contact Linear Solutions Inc. at 219-237-2399 ext.102 at least 1 hour prior to pickup to confirm readiness and ensure timely service.

2. Vehicle Size and Type Notification:

When contacting Linear Solutions Inc. prior to pickup, customers must also specify the size and type of the vehicle they will be arriving in (flatbed, 53 ft semi trailer, dry van, box truck, etc). This information is crucial to facilitate safe and efficient loading of the ordered goods.

3. Hours of Operation:

Will Call pickups are available during the following hours:

- Monday through Friday: 7am to 3pm **or by appointment**
- If the above hours don't work with your schedule, please call 219-237-2399 ext. 102 to schedule an appointment.

Please note that pickup hours and availability may vary on certain holidays. Customers are advised to call 219-237-2399 to confirm operational hours and ensure we are available to assist with their pickup needs.



4. Pickup Procedure:

Upon arrival during the designated pickup hours, customers or their authorized representatives must:

- Call 219-237-2399 ext.102 to speak with a warehouse associate.
- Verify the size of the vehicle as previously communicated.
- Inspect the goods for accuracy and condition before departure.

5. Compliance with Safety Regulations:

Customers must comply with all safety regulations and instructions provided by Linear Solutions Inc. staff during the pickup process. This includes wearing appropriate personal protective equipment (PPE) and following safe loading practices.

6. Liability and Risk:

The responsibility for the goods transfers to the customer upon their acceptance and departure from Linear Solutions Inc. premises. Linear Solutions Inc. assumes no liability for any damages, losses, or incidents that occur after goods leave our premises.

7. Refusal of Service:

Linear Solutions Inc. reserves the right to refuse Will Call service if customers fail to comply with these guidelines, present unsafe conditions, or pose a risk to personnel or property.

8. Amendments and Updates:

This Will Call Guideline may be amended or updated by Linear Solutions Inc. as necessary. Changes will be communicated through official channels and will be effective immediately upon publication.

9. Contact Information:

For inquiries regarding this Will Call Guideline or to confirm operational hours, please contact Linear Solutions Inc. at 219-237-2399 or email orders@linearsolutionsinc.com



Return Guidelines

“NO QUESTIONS ASKED RETURN POLICY FOR NEW CUSTOMERS” –

At Linear Solutions Inc., we understand that trying a new supplier can be a big decision. That’s why we’re proud to offer our new customers a "No Questions Asked" return policy. We're confident in the quality of our products and want to take away any concerns you may have. Shop with peace of mind knowing that if you're not completely satisfied, we've got you covered. Experience the Linear Solutions Inc. difference today!

Purpose:

This Return Guideline outlines the procedures and terms under which customers may request to return purchased goods to Linear Solutions Inc. It aims to ensure clarity, fairness, and protection for both the company and its customers.

1. Eligibility:

Products may be eligible for return within 90 days of purchase. Customers must contact Linear Solutions Inc. to obtain both verbal and written confirmation of eligibility before initiating the return process.

2. Conditions for Return:

- Returned items must have been purchased directly from Linear Solutions Inc. (not another manufacturer)
- An RMA must be created by Linear Solutions
- Customers must provide the Purchase Order (PO) number corresponding to the purchase of the returned material.

3. Exceptions:

Certain products, such as special order items or non-stocking items specifically ordered for the customer, are not eligible for return. Customers will be informed of any non-returnable items at the time of purchase.



4. Return Procedure:

- Upon confirmation of eligibility, Linear Solutions Inc. will issue a Return Merchandise Authorization (RMA) to the customer.
- The customer must complete and return the filled-out RMA form to Linear Solutions Inc. before proceeding with the return shipment.
- Depending on the circumstances surrounding the return, either the customer or Linear Solutions will be responsible for arranging and covering the cost of shipping the returned material to Linear Solutions Inc. for evaluation.

5. Inspection and Resolution:

- Upon receipt of the returned material, Linear Solutions Inc. will inspect the items to verify their condition and eligibility for return.
- If the material meets the return criteria, Linear Solutions Inc. will process a credit or replacement as agreed upon with the customer.
- Credits or replacements will be issued promptly following approval of the return.

6. Liability and Risk:

- Until Linear Solutions Inc. receives and accepts the returned material, the responsibility for the goods remains with the customer.
- Linear Solutions Inc. reserves the right to refuse returns that do not meet the outlined conditions or are returned without proper authorization.

7. Communication and Documentation:

- All communication regarding returns, including RMA issuance and return status updates, will be documented and communicated to the customer in writing.
- Customers are encouraged to keep records of all correspondence related to their return for future reference.

8. Amendments and Updates:

- Linear Solutions Inc. reserves the right to amend or update this Return Guideline as necessary. Any changes will be communicated to customers through official channels and will be effective immediately upon publication.



9. Contact Information:

For inquiries regarding returns or to initiate a return request, please contact Linear Solutions Inc. at 219-237-2399 or email orders@linearsolutionsinc.com

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Overages, Shortages, & Damages(OS&D) Guidelines

Purpose: This guideline establishes the procedures for customers to report and resolve overages, shortages, or damages (OS&D) of materials received from Linear Solutions Inc. It aims to ensure prompt resolution of issues while protecting the interests of both the company and its customers.

1. Initial Inspection:

- Upon receipt of materials, customers must conduct an initial inspection before unloading from the carrier.
- Any overages, shortages, or damages (OS&D) must be immediately identified and documented on the third-party logistics (3PL) paperwork such as Bill of Lading (BOL) or Proof of Delivery (POD).
- Customers should also take photographs of the identified issues for documentation purposes. Pictures should be taken BEFORE THE PRODUCT IS UNLOADED FROM THE TRUCK (AND NOT AFTER THE FACT). IF CUSTOMERS ARE NOT HAPPY WITH THE PRODUCT THEY ARE ENCOURAGED TO REFUSE DELIVERY. NOT TO ACCEPT DELIVERY AND THEN COMPLAIN AFTERWARDS.
- If delivered on an LS flatbed, our driver will similarly document the issue and refrain from unloading until approval is granted.

2. Reporting Requirements:

- Customers are required to report any OS&D issues to Linear Solutions Inc. within 7 days of receipt.
- Reports must reference the purchase order number associated with the delivery, the SKU of the material, and the exact quantity that is in question.

3. Investigation Process:

- Upon receipt of an OS&D report, Linear Solutions Inc. will promptly initiate an investigation into the reported issues.
- The investigation may require customers to provide photographic evidence or additional paperwork to substantiate the OS&D claim.

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4. Resolution Options:

- After investigation, if Linear Solutions Inc. confirms an OS&D issue, the resolution may include one of the following actions:
 - Issuing a credit to the customer for the affected materials.
 - Shipping the shorted materials to the customer at no additional cost.
 - Arranging for the return of any overage to Linear Solutions Inc. at no cost to the customer.
 - Offering the customer the option to purchase any overage at a discounted price, if feasible and agreed upon.

5. Liability and Risk:

- Responsibility for the accuracy and condition of materials transfers to the customer upon acceptance of delivery.
- Linear Solutions Inc. reserves the right to refuse claims for OS&D reported after the specified 7-day period or if proper documentation and evidence are not provided.

6. Documentation and Communication:

- All communications related to OS&D claims, including initial reports, investigations, and resolutions, will be documented and communicated in writing to ensure transparency and clarity.
- Customers are encouraged to maintain records of all OS&D-related documentation for their records.

7. Amendments and Updates:

- Linear Solutions Inc. reserves the right to amend or update this OS&D Guideline as necessary. Any changes will be communicated through official channels and will be effective immediately upon publication.

8. Contact Information:

For inquiries regarding OS&D issues or to report an OS&D claim, please contact Linear Solutions Inc. at 219-237-2399 or email orders@linearsolutionsinc.com



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Shipping Guidelines

Purpose:

This Shipping Guideline outlines the procedures and terms under which Linear Solutions Inc. ships and delivers electrical conduit and related products to customers. It aims to ensure efficient logistics operations, clarify shipping terms, and provide legal protection for both the company and its customers.

1. Shipping Methods:

- Linear Solutions Inc. offers the following shipping options:
 - 3PL Pallet: Standard & Over-Dimensional
 - LTL(Less than Truckload)
 - FTL(Full Truckload)
 - Dedicated Hot Shot
 - Linear Solutions Flatbed
 - Small parcel

2. Specific Shipping Methods:

- Shipments are generally categorized based on weight and type (although dimensions can also impact shipping mode):
 - Less than 70 lbs: Small parcel
 - 71 lbs To 2,500 lbs: Shipped via a third-party logistics (3PL) carrier on a pallet.
 - 2,500 lbs to 13,500 lbs: Shipped via Linear Solutions flatbeds.
 - 13,500 lbs to 22,000 lbs: Shipped on a dedicated hot shot trailer.
 - Above 22,000 lbs and less than 45,000 lbs: Shipped on a 48' or 53' flatbed.

3. Shipping/Freight Terms:

- Orders shipping to customer branch locations are freight allowed with no minimums.
- For jobsite deliveries beyond a 75-mile radius and further from Linear Solutions compared to the branch location, a freight charge will apply.
- If a jobsite delivery is closer to Linear Solutions than the branch location, freight will be allowed.



- Any orders not meeting the above weight criteria under “Specific Shipping Methods” will be consolidated with other orders heading in the same direction at Linear Solutions' earliest convenience, without a guaranteed ETA.
- Any orders heading into unfamiliar territories that Linear Solutions doesn't frequent are subject to a freight charge if none of the above weight criteria is met.
- If the customer has an immediate need for material and can't wait until we are heading their way, then Linear Solutions will provide them with an expedited shipping option at either half or all the cost.
- Freight terms are subject to change pending receipt of a sales order confirmation from Linear Solutions. Linear Solutions will advise of any freight discrepancies prior to sending a sales order confirmation or during the quoting process.

4. Additional Shipping/Freight Charges:

- Any orders requiring shipping are subject to the following accessorial charges:
 - Detention fees
 - Stop charges
 - Layovers
 - Hand unload fee
 - Out-of-route miles fee

5. Delivery Acceptance:

- Upon receipt of delivery, customers must inspect the products immediately.
- Customers are required to sign the delivery receipt confirming acceptance of products in good condition, unless any issues are noted on the receipt.

6. Hours of Operation and Site Contact:

- Specific hours of operation for shipping and contact information for site coordination should be communicated to Linear Solutions prior to the order confirmation.
- Customers are responsible for ensuring appropriate equipment is available for unloading as per the specific shipping method given above.

7. Liability and Risk:

- Linear Solutions Inc. assumes no liability for damages, delays, or issues arising from shipping once the products are accepted and signed for by the customer.

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- Customers are encouraged to report any shipping-related issues promptly to facilitate resolution.

8. Amendments and Updates:

- This Shipping Guideline may be amended or updated by Linear Solutions Inc. as necessary. Changes will be communicated through official channels and will be effective immediately upon publication.

9. Contact Information:

For inquiries regarding shipping terms or to coordinate shipments, please contact Linear Solutions Inc. at 219-237-2399 or email orders@linearsolutionsinc.com



Buy Back Guidelines

At Linear Solutions Inc., we value our partnerships with electrical distributors and strive to go above and beyond in supporting your business. That's why we stand out in the industry by offering a unique buy-back program. Unlike others, we buy back materials, even if they weren't originally purchased from us. This is our way of showing our commitment to your success and appreciation for your continued trust in Linear Solutions Inc. Together, we build stronger, more successful partnerships.

Purpose:

This Buy Back Guideline establishes the terms and conditions under which Linear Solutions Inc. may consider buying back materials from electrical distributors. It aims to outline eligibility criteria, timing requirements, reasons for buy back, exclusions, and legal protections for both the company and its customers.

1. Eligibility: Linear Solutions Inc. reserves the right to buy back materials at its discretion from any electrical distributor, irrespective of the brand.

2. Timing: Buy back requests must be submitted within 90 days from the original date of purchase. Requests made after this period may not be eligible for consideration.

3. Reasons for Buy Back: Materials may be considered for buy back under the following circumstances:

- The customer no longer requires the product due to project cancellation or change in specifications.
- The product was ordered in excess quantities.
- The product does not meet the specifications as described by Linear Solutions Inc.

4. Exclusions: The following products are not eligible for buy back:

- Custom-made or specially ordered products that were manufactured specifically for the customer.
- Products that have been installed, used, damaged, or altered in any way by the customer.



5. Procedure for Buy Back:

- Customers must initiate a buy back request by contacting Linear Solutions Inc. with details of the materials, purchase order information, and reason for the request.
- Linear Solutions Inc. will review the request and may request additional documentation or evidence to support the claim.
- Upon approval, Linear Solutions Inc. will determine the buy back value or credit to be issued to the customer.

6. Liability and Risk:

- The responsibility for the condition and accuracy of materials lies with the customer until accepted by Linear Solutions Inc. for buy back.
- Linear Solutions Inc. reserves the right to refuse any buy back request that does not meet the outlined criteria or presents discrepancies.

7. Legal Disclaimer:

- Linear Solutions Inc. shall not be liable for any damages, losses, or claims arising from the buy back process, including but not limited to transportation costs, labor costs, or indirect damages.

8. Amendments and Updates:

- This Buy Back Guideline may be amended or updated by Linear Solutions Inc. as deemed necessary. Customers will be notified of any changes through official communication channels.

9. Contact Information:

For inquiries regarding the buy back process or to initiate a buy back request, please contact Linear Solutions Inc. at 219-237-2399 or email orders@linearsolutionsinc.com



Back Order Guidelines

When We Process a Back Order:

1. **Customer Request:** If a customer specifically requests a back order for an out-of-stock item, Linear Solutions Inc. will process the order and keep the customer informed of the expected delivery time.
2. **High-Demand Items:** Items in high demand with consistent turnover will be automatically back ordered to ensure prompt delivery to customers.
3. **Clear Communication:** Customers will be notified at the time of order if an item is on backorder. Linear Solutions Inc. will provide an estimated time of arrival (ETA) whenever possible to manage expectations.

When We Avoid Back Orders:

1. **Uncertain ETA:** Linear Solutions Inc. aims to avoid back orders for items without a reliable ETA to prevent prolonged delays and uncertainty for customers.
2. **Low-Demand Items:** For items with low turnover rates, alternatives that are in stock may be suggested to fulfill customer needs more promptly.
3. **Customer Preference:** If customers prefer not to wait for back ordered items, options for similar products that are currently available will be provided.

Customer Communication:

1. **Order Confirmation:** Customers will receive an order confirmation clearly indicating which items are on backorder.
2. **Regular Updates:** Linear Solutions Inc. commits to providing regular updates on the status of back ordered items, including any changes to the ETA.
3. **Cancellation Option:** Customers have the flexibility to cancel back ordered items at any time before shipment without penalty.

Internal Guidelines:

1. **Inventory Management:** The sales and warehouse teams closely monitor inventory levels to minimize back orders and optimize stock availability.
2. **ETA Accuracy:** Close collaboration with suppliers ensures Linear Solutions Inc. provides the most accurate ETA for back ordered items.



3. **Customer Support:** The customer support team is readily available to address inquiries and provide assistance related to back orders.
4. **Communication Protocol:** Before shipping any back ordered items, Linear Solutions Inc. ensures clear communication with customers to confirm their readiness to receive the items, especially for long-standing back orders.

Commitment to Customer Satisfaction:

Linear Solutions Inc. understands that back orders can inconvenience customers and is dedicated to making the process as smooth and transparent as possible. The company's priority is ensuring customer satisfaction by keeping customers informed and accommodating their needs effectively.

Thank you for choosing Linear Solutions Inc. We appreciate your business and are committed to serving your needs efficiently.

For any questions or further assistance, please contact our customer support team at 219-237-2399.