



CUSTOMER SERVICE

831 Cowan Street • Nashville, Tennessee 37207
Phone (615) 259-2525 • Facsimile (615) 259-3428

Credit Policy

- Signed Credit Application and Resale Certificate required
- All new accounts are set up COD until terms are established
- Invoices not paid by the due date on the invoice are subject to account being placed on hold and/or acquiring a 1.5% service charge (this includes service charges and unearned discounts).
- Damaged product and billing error disputes must be reported to Customer Service within 15 days of the invoice date along with supporting documentation. If the claim is not resolved after 30 days the account will be placed on Credit Hold until a credit memo is issued or the disputed amount has been paid.
- Once account is placed on hold payment arrangements must be made with Credit Department before new orders can be shipped.
- Customers with insufficient funds checks will be required to pay by Cashiers' Check, Money Order, or Credit Card. (Mastercard and Visa only). A fee of \$40.00 will be charged per returned check.