



JET EDGE PARTS & SERVICE

PARTS ORDER POLICY

Effective 11/29/12

Orders for Jet Edge Parts may be placed in the following ways:

INTERNET: <http://waterjetparts.jetedge.com>

FAX: (763) 497-8702 Parts/Service 24 Hours

PHONE: 1-800-JET-EDGE or (763) 497-8700 7:30 am-5:00 pm (CST)
Emergency Cell Phone (612) 963-0887 After hours

E:MAIL: parts@jetedge.com service@jetedge.com

MAIL: Jet Edge Parts/Service
12070 – 43rd Street NE
St. Michael, MN 55376-8427 USA

PLACING PARTS ORDERS

When placing an order it is important to include complete information.
The following information is required:

1. Part number, description and quantity. Note: If you are unable to provide a part number we will require the equipment model number and serial number.
2. Company name and bill to address.
3. Address where parts are to be shipped.
4. Purchase order number.
5. Date parts are required. All parts will be sent UPS Ground prepaid (rounded up to the nearest dollar) unless another carrier is specified.

SHIPPING PARTS ORDERS

PARTS DELIVERY

All parts orders are entered and shipped from Jet Edge the same day, unless you specify a later ship date, with the exception of backorders or orders placed late in the day (shipments placed after 3 pm central standard time). Orders are shipped F.O.B. Jet Edge, St. Michael, MN, please let us know how you would like your order shipped (ex: UPS, FedEx, ground, air, collect (include #)). All larger items will be shipped via a freight carrier selected for the destination (unless otherwise arranged). All items will be sent prepay & add unless a collect account number is supplied. **Shipping insurance is added only at the customer request.**
A \$75 fee will be applied for customer arranged shipments.

SAME DAY PARTS DELIVERY

Delta counter to counter is available for a fee of \$250 (Delivery times will vary depending upon availability to your area). Any other same day service is based on price and availability. Please place same day service orders as early as possible to allow for earliest scheduling.

EMERGENCY PARTS SERVICE

Jet Edge has a designated on call employee that responds to calls after business hours. Please call 612-963-0887 (leave a message if necessary) and someone will be available to assist you. Our current business hours are from 7:30 a.m. to 5:00 p.m. (CT) Monday through Friday. Please remember that our ability to respond to your emergency parts order is limited by the freight carriers' delivery schedule to your area. ***There will be a \$325.00 handling charge in addition to freight charges for this service.***

BACK ORDERS

If we are unable to fill a parts order we will back order the parts and send the available portion of the order. We will contact you regarding back orders, if you determine the back ordered items are not required, please inform us. We will send the back ordered parts as soon as possible via standard UPS (unless advised by you). If you would like the status on any parts on back order, please call, we will do our best to give you current and complete information. Please specify at the time of ordering if you require parts shipments to be sent complete.

PARTS PRICING

Jet Edge has very competitive pricing on our spare parts. We have implemented quantity price breaks on many of our consumable items, which can be most effective by placing blanket purchase orders. **Jet Edge will do its best to keep our prices competitive, however, reserves the right to change parts pricing without notice.** Should you be required to bid on a large job, feel free to contact us for the latest parts pricing information. For our most current pricing go to <http://waterjetparts.jetedge.com>.

BLANKET PURCHASE ORDERS

Jet Edge does encourage blanket purchase orders, this allows customers to take advantage of the quantity pricing without having to purchase these items all at once. We allow blanket orders to extend up to 12 months from the original order date. Once the order is placed you can increase quantities but cannot decrease the quantities. You can move the ship dates out from your original request, but not more then extending the blanket order beyond 15 months. All changes to the ship dates must be made 15 business days prior to the scheduled ship date when possible. **All blanket orders and blanket order changes must be made by fax, e-mail or mailed to Jet Edge.** You will only be invoiced for the parts when they are shipped from Jet Edge. By planning ahead this will allow you to ship these items on a schedule utilizing a lower cost shipping method such as ground service verses air service, thus also saving you on shipping costs.

RETURNING PARTS/WARRANTY

If you need to return parts to Jet Edge, whether for warranty or for restock, a **pre-approved RMA #** must accompany all items. All returns must be shipped **prepaid** by sender. **All items shipped to Jet Edge collect will incur a \$50.00 handling fee.** All warranty considerations must be returned to Jet Edge within 30 days from the date the replacements are sent or the claim may be void.

RESTOCKING FEE

Parts returned to Jet Edge within 90 days will incur a restocking fee of 15% of the purchase price. Any parts beyond this time will be handled on an individual basis.



PARTS RETURN CREDIT

All parts returned from purchases applied to your credit card, will be credited back to the same credit card on which they were purchased. Parts returned on orders with Net terms will be issued a credit to your account.

CORE RETURN CREDIT

All cores must be returned within 30 days of receipt of the rebuilt item to receive full core credit.

Cores returned after 30 days will receive credit as follows:

30-60 days will receive 75% of the core credit

60-180 days will receive 50% of the core credit

Over 180 days will not receive any core credit

SECURITY POLICY

“Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) Software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name and address, so that it cannot be read over the internet.”

PRIVACY POLICY

We respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone. It is not our policy to store credit card information for future transactions, but only to complete the transaction the credit card information was given for, including multiple shipments and returns.

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