

# BIG LAKE SUPPLY LLC

735 S. HORSESHOE LAKE ROAD No. 521741 BIG LAKE AK 99652  
toll free (866)321-6855 local (907)892-3989 fax (907)892-3999

**Big Lake Supply LLC owns and operates this and its other online stores subject to the following policies. When you make a purchase from Big Lake Supply LLC you are agreeing that your purchase is subject to these policies.**

## **PAYMENT**

Big Lake Supply accepts credit cards, wire transfers, and checks for purchases. We will accept a written purchase order from government agencies, including federal, state, and municipalities. We will also accept a purchase order from public utilities, hospitals, government owned educational institutions, and other corporations, at our discretion, subject to a D&B credit check.

For federal contractors we certify that we are a woman owned business and our CAGE code is 3TAC1.

## **RETURNS, EXCHANGES, AND WARRANTY.**

All of our products are brand new and covered by a full manufacturers warranty. This warranty varies by manufacturer, and the warranty documents are available prior to making a purchase.

If anything you purchase from us fails within the manufacturers warranty period, we will be happy to send you replacement parts, or in some cases dispatch a factory service technician to your facility to effect repairs, in accordance with the manufacturers warranty.

If you wish to exchange your purchase for a different item, we'll do our very best to make the exchange as easy as possible. You'll of course have to pay all shipping charges, and you may have to pay a restocking fee of up to 25%, depending on the circumstances, but we'll work with you to minimize your costs. We will accept exchanges for 30 days after you receive your original order.

If you wish to return your purchase for a refund, we'll charge you a 25% restocking fee, plus any freight charges we incurred. Any returned items must be received at our office within 30 days of your receipt, be in brand new uninstalled condition, in the original undamaged box, with all manuals and other documentation. Your refund will be via corporate check, and will be processed within 3 business days.

Any items returned must be shipped to our corporate headquarters regardless of where we shipped the item from. For example, we ship most of our products from our Brownsville, TX warehouse. If you return the product to anywhere other than our corporate headquarters, or refuse delivery, you will be responsible for return shipping to our corporate headquarters, and these charges will be deducted from any refund. Ship any returns to:

BIG LAKE SUPPLY LLC  
735 S. HORSESHOE LAKE ROAD  
BIG LAKE, AK 99652

## **JURISDICTION**

Buyers hereby acknowledge that Big Lake Supply LLC is a corporation that is headquartered in and operates under the laws of the state of Alaska. In the event of any dispute that results in a lawsuit, it is agreed that the court system of the state of Alaska will have jurisdiction, regardless of the location of the buyer, or where merchandise is delivered.

## **RELEASE OF LIABILITY**

Big Lake Supply LLC is a wholesale supplier of electrical products. Buyers agree that they are either a licensed electrician, or will have a licensed electrician install any products you purchase from us. Buyers hereby release Big Lake Supply LLC from any liability resulting from the installation or operation of the products we sell.