

Customer Quick Guide



Canceling or Modifying An Order

If an order has already entered our distribution workflow and is in the process of being fulfilled, we cannot always guarantee that we'll be able to catch it prior to shipment. Please contact us immediately if you would like to cancel or change your order!

We fully understand that mistakes do occasionally happen during the ordering process, so if you would like to adjust a current order in any way, simply contact Account Support at accountsupport@clarknationalaccounts.com, and we will remove the order from our system, allowing you to reorder exactly what you need!

If an order has already been processed or shipped, and is unable to be canceled, we would be happy to help facilitate a return for you. Please see the "Returns" section on pages 3 and 4 for more information.



Despite the level of care and attention our warehouse team puts into properly packing each order, damages may still occasionally occur during transit. In those situations, we must seek restitution from our carrier partners for the issues experienced while the shipment was in their charge. Following is a summary on how to approach issues experienced at delivery for common carrier and ground shipments.

COMMON CARRIER SHIPMENTS

If, upon receipt of your common carrier delivery, you find that an item or its packaging is damaged, product or a pallet appears to be missing, or you suspect that there may be concealed damage or shortages, you **MUST** do the following:

- Note the damage clearly when signing the proof of delivery.
- Keep your copy of the proof of delivery.
- Retain the damaged packing materials.
- Take pictures of the damaged items, the packaging, and the proof of delivery.
- Contact our Account Support Team immediately at accountsupport@clarknationalaccounts.com.

By signing the delivery receipt, you essentially transfer responsibility and ownership for the shipment from the carrier to you in the exact condition noted. Therefore, if there are no damages noted, you are acknowledging that you have received your shipment in acceptable condition. If the contents of the shipment do end up being damaged and this is in no way identified on the delivery receipt, we cannot guarantee any compensation for those damages. Please note that if noted damages or missing items are reported more than 30 days after delivery, we may not be able to offer a full resolution.

Damaged or Missing Items



GROUND SHIPMENTS

Upon receiving your order through a ground delivery service, please be sure to always review it carefully for any damaged or missing items. If any part of your order is missing, damaged, or incorrect please be sure to:

- Keep the items and packaging and take photos of the damaged items and packaging.
- Contact accountsupport@clarknationalaccounts.com immediately to report the damage.
- Please note that if damages or missing items are reported more than 30 days after delivery, we may not be able to offer a full resolution.

Product Returns

All regularly stocked items, with the exception of consumable items, may be returned to us as long as the items are unused and in their original packaging. Note that a return must be initiated **within 30 days of receiving the product**. Please contact an Account Support Representative before returning an item so that a return authorization can be created for you. They will respond with your Return Authorization # and details on how to complete the return along with a shipping label as needed.

Upon receipt and inspection of returned products, you will be credited for the cost of the items minus a standard restocking fee and any return shipping costs.

Why do we charge restocking fees? Because we want to continue to keep prices as low as possible for you! When an item is returned, there are additional costs associated with processing the return. Companies that do not charge restocking fees simply pass the costs of their Returns Department onto their customers through higher priced items. Instead of raising our prices and charging every customer for those returns costs, we opt to cover them specifically through the restock fees.



To return Special Order items and items shipped direct from the manufacturer, please contact an Account Support Representative as soon as possible so that a return request can be submitted. Please note that manufacturer return policies and restocking fees may vary, and certain “made-to-order items” are not eligible for return.

Item Availability

Occasionally, we may temporarily run out of stock of a certain item due to high demand. If this is ever the case for an item you've ordered, we will send you an out-of-stock email within 1 to 2 business days. Should you have a time-constraint on your order, please respond to that email with your need-by date and our team will work on a solution for you!

If you'd like to ensure the items you intend to purchase are currently available, please feel free to contact a representative to check inventory prior to placing your order.

CONTACT US:

If you have any questions or concerns, email us directly at accountsupport@clarknationalaccounts.com. We are available Monday through Friday, 8 am to 5:30 pm.

