

September 1, 2015

# Blackstone Industries, LLC

## Distributor Discounts and Services

16 Stony Hill Road, Bethel, CT 06801



Manufacturing Divisions— **FOREDOM®** **OLSON®** **ZONA®**

### E-Mail Orders: (perferred method)

FOREDOM: customerservice@blackstoneind.com

OLSON & ZONA: sales.olsonsaw@blackstoneind.com

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**Fax Orders:** 203-796-7861

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**Telephone Orders:** 800-272-2885

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**Mail Orders:** Blackstone Industries, LLC  
16 Stony Hill Rd, Bethel, CT 06801 USA

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**Telephone Inquiries:** 203-792-8622

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**Company Website:** www.blackstoneind.com

**Division Websites:** www.foreedom.net  
www.olsonsaw.net

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**Office Hours:** 8:30 AM – 4:45 PM EST (M-F)

### Communication via Email:

Email is our Primary Method for disseminating changes in policy, product introductions, catalog updates and other important announcements and information.

Printed letters, product sheets, catalogs and other mailings will follow email notifications when needed.

To keep you informed, we require your current email and other contact information.

### Distributor Discounts off Retail Values:

- **Foredom— 40%**
- **Olson— 50%**  
Orders for 5 or more welded band saw blades of exactly the same specification and length qualify for an additional 5% off Olson 50% distributor discount.
- **Zona— 50%**

### Minimum Order Amount:

- **\$25 Net Value.**

### Minimum Advertised Pricing Policy:

- **Applies to Foredom and Zona Products:**  
Minimum Advertised Pricing (MAP) policy restricts distributors from advertising its products in print or online media channels below 30% off list price (retail).

### Payment Methods and Terms:

- 1% 10 days, net 30 with open account credit approval. To apply for open account terms send four or more current trade references.
- 1% 10 days applies to check, wire, & ACH payments only.
- We accept VISA, MasterCard, American Express, and Discover. Provide card number, expiration date and security code along with card holder's 'Bill-To' name and address.
- Contact Customer Service for instructions on making direct bank or wire transfer payments.

### Shipping & Handling— Methods and Charges:

- **Domestic Shipments within Continental US:**  
UPS Ground is our preferred method. We also ship via UPS Next, Second and Third Day, Fed Ex, Priority Mail, and Common Carrier.
- **Alaska & Hawaii Shipments:** UPS & Priority Mail are our preferred methods.
- **Canadian Shipments:** We ship via UPS, Priority Mail, and Common Carrier. Please advise preferred method, name, address & telephone number of your Customs Broker. Fed Ex to Canada is not available.
- Shipping & Handling charges are ex-factory— the responsibility of the distributor. All freight charges will be prepaid and added to net invoice value except truck shipments which are typically sent freight collect.
- Shipments will be made in accordance with instructions whenever possible.

### Delivery Lead Time:

- Orders for standard catalog items are normally shipped within 3-5 business days by UPS. Please allow sufficient transit time from our factory to your destination when estimating delivery time.
- For large quantities, special or modified items, please call for prices and delivery time.

### Back Order Policy:

- If an item is not available for shipment within the standard delivery time, it will be back ordered and shipped by UPS or common carrier, standard

(over)

**Back Order Policy Continued:**

shipping and handling rates apply. Back ordered items will be indicated on each shipment's packing list and invoice.

- **Back order policy does NOT apply to Canadian shipments.** A back ordered item will be canceled and you should add it to your next order.

**Drop Shipments:**

- Distributors are expected to stock our products and ship the majority of their customer orders directly from their own facilities. As a courtesy and convenience to our distributors and their customers within the U.S., we can drop ship orders at our discretion.
- We will not charge any additional fees but will apply standard shipping & handling rates to the order. The customer will receive an unpriced packing list, and the invoice will be mailed to the distributor after the order has shipped.
- Drop shipping within Canada is not available.
- U.S. distributors cannot drop ship an order to a Canadian address.

**Return and Credit Procedures:**

- Please call, email, or fax our Customer Service Department to request a Returned Goods Authorization Number (RGA).
- Return items with packing list to the attention of RGA Number. Goods must be in original, resaleable condition.
- **There is a 10% restocking charge for all returned items.**

**Repair Service and Parts Orders (applies to Foredom Products):**

- Authorized and warranty repairs are done in Bethel, CT.
- Distributors can send items for repair to the factory or advise customers to send items directly to Foredom. Either way, the item(s) should be marked "Attention: Repair Department" and a packing list, description of the problem or repair required, and a day time phone number should be included so we may contact you (or your customer) with information regarding the item for repair.
- Once evaluated, you (or your customer) will be notified of the estimated cost of repair. It is our policy not to proceed with repairs without authorization.
- Warranty repairs will be completed and shipped without the need for an estimate. We will contact you (or your customer) to advise the status of the item even if there is no charge for the repair.

**Repair Service and Parts Orders Continued:**

- Labor is charged at \$30 for the first 15 minutes and \$1.00 for each additional minute.
- Standard Foredom 40% discount applies to parts orders and repair parts.

**Warranties:** (applies to Foredom Products):

- Warranties for Foredom Products are listed in the Foredom Power Tool Catalog & Price List.
- Warranties do not cover breakage or damage caused by accident, abuse or misuse and repairs required because of ordinary use and wear.
- Repair or replacement will be done at our discretion if the product is returned post-paid to our factory. We will pay the return shipping and handling charges for all items repaired or replaced under warranty

**Literature, Sales Aides and Digital Photography:**

- Catalogs, product sheets, parts lists, manuals, and CD's with sales literature in pdf format are available upon request at no charge.
- Large quantities for mailings, or for use as package and invoice stuffers, are available at reasonable cost.

**High Resolution Digital Product Images (300 dpi):**

- Images of most products are available for download and use in print by our distributors, visit:  
<http://foredom.phanfare.com>  
<http://olsonsaw.phanfare.com>  
<http://zona.phanfare.com>

**Distributor Referral Lists:**

- Distributors in good financial standing are included on regional Distributor Referral Lists sent to customer prospects in response to trade advertising, literature requests, etc. If you have branch offices you wish to list, please advise our Customer Service Department.

**Suggestions, Complaints and Special Requests:**

- Your comments will help us to provide you and your customers with the best possible products and service. Please direct your suggestions, complaints, or special requests to Blackstone's Customer Service Department.

**Prices Shown in our Catalogs are Subject to Change Without Notice.**