

# Welcome to OFFWIRE

**Vision: To continuously pursue innovative solutions for our clients.**

**Mission: To maximize our clients' success by providing proactive and innovative solutions in the following areas: packaging, training, e-commerce, promotion, inventory control and merchandising.**

OFFWIRE is a full-service, value added national distributor of wireless accessories. Our staff is dedicated to excellence, integrity, service, growth and quality. In addition, our company's goal is to develop a strong partnership with you and your staff. In order to achieve this goal, OFFWIRE strives to meet your needs in a way that makes both business and service sense. We pride ourselves on innovative problem solving, quality products, forward thinking, state-of-the-art technology, and applying the industry's best practices.

The following Customer Care program was created by OFFWIRE to help provide you and your customers with superior, no hassle customer service. The following pages outline our available services. Thank you for choosing OFFWIRE as your accessory distributor. We look forward to a mutually prosperous relationship.

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## **OFFWIRE Quality Control Policy**

At OFFWIRE, we take every precaution to ensure distribution of quality products. By working closely with our manufacturers, we try to ensure that only the highest quality merchandise is delivered to your store. In addition to our OEM quality specifications, we conduct a minimum of two quality control checks before the product leaves the overseas factory and an additional quality check when we receive the products. All of our products meet the following specifications:

### **OFFWIRE Batteries:**

Tested on Cadex testing equipment to insure correct MAH  
Placed on phone to insure proper fit and color  
Contain fresh "A" grade cells  
Contain transistor to prevent overheating or overcharging

### **Cases:**

Placed on phone for proper fit  
Examined for proper stitch count per inch  
Swivel Leather Clip

### **Premium & Retractable Cords:**

Tested on several phones for proper charging  
34063 IC Chip  
Tested for proper soldering, joints, coil length and coil width

### **Headsets:**

Tested for fit  
Tested for quality and audio input and output levels

## **OFFWIRE Defective Policy –**

### **You will receive a 2% deduction on each invoice to cover defectives.**

1. OFFWIRE is proud to provide high quality products that result in a defective rate of below 1.5%.
2. On every invoice an automatic 2% will be deducted to cover any defectives that might occur. This deduction will not only save you money but the time of returning products.

## **OFFWIRE Express Exchange – Rings of Excellence Members Only**

### **You have two Express Exchange options.**

1. You can place an order of equal or greater value with your Account Specialist and have the Account Specialist ship the order the same day you place the call. When the Express Exchange box arrives at OFFWIRE, we will automatically credit your account for the order you placed.
2. Or, you can place an order of equal or greater value in the box when you send back your Express Exchange. OFFWIRE will fill this order within 72 hours of receipt of your returned items. Please note, you must include your Express Exchange order on the outside of the box. If you are a COD client, OFFWIRE prefers you use this method when placing Express Exchange orders.

### **If the Product is Defective**

Defective items only include manufacturer defects and do not include normal wear and tear, damage due to customer misuse and/or abuse, damage due to modification, water or accident. If you need to return a defective product to OFFWIRE, please fax the Express Exchange form to your Account Specialist. Your Account Specialist will provide you with an Express Exchange number and an estimated dollar amount for the exchange. Place the Express Exchange number on the outside of the box you are returning to OFFWIRE. Returns below \$100 will be charged a \$10 processing fee. Please send the box to:

ATTN: Express Exchange - DE  
OFFWIRE  
4507 S. 88<sup>th</sup> Street  
Omaha, NE 68127

All defective items will be tested and then replaced with same item. If OFFWIRE does not have a certain item in stock an Account Specialist will contact you.

*Please note, if you have a defective OEM product (Nokia, Motorola, Kyocera, LG, Samsung, etc), please forward it directly to the manufacturer's repair facility. Please see [www.offwire.com/OEM](http://www.offwire.com/OEM) for contact information for most OEM return facilities.*

### **If the Product is Saleable (Stock Balancing) –**

**Only Available to clients who have signed up for OFFWIRE Rings of Excellence Program. Limit of six times per year for OFFWIRE brand products only. Ask Account Specialist for details. All Items must be returned within 6 months of purchase. Premium items are a \$1/\$1 exchange while economy items will be a \$2/\$1 exchange.**

If you need to return a saleable product to OFFWIRE, please fax the Express Exchange form to your account specialist. All saleable items must be returned in good saleable condition.

1. Custom or OFFWIRE packaged items need to be unused.
2. Nationally distributed items Plantronics, Body Glove, Jabra, Scala, Bracketron, SanDisk, OEM and other pre-packaged items are not eligible for stock balancing.

Your Account Specialist will provide you with an Express Exchange number and an estimated dollar amount for the exchange. Place the Express Exchange number on the outside of the box you are returning to OFFWIRE. Please send the box to:

ATTN: Express Exchange - SB  
OFFWIRE  
4507 S. 88<sup>th</sup> Street  
Omaha, NE 68127

All Stock Balancing returns must be accompanied by a corresponding stock balancing order of equal or greater value within 5 business days or a 20% restocking fee will apply.

## **OFFWIRE Policies and Procedures Ordering New Merchandise**

### **Hours of Operation**

9:00 AM to 5:30 PM Central Standard Time

### **How to Place an Order**

Orders can be placed by phone, fax or email with OFFWIRE  
Toll Free Phone – 888-OFFWIRE  
Toll Free Fax – 877-OFFWIRE  
Email – [sales@offwire.com](mailto:sales@offwire.com)

### **Terms**

All orders must be paid for by COD, cashiers check, pre-approved company check, Visa, MasterCard, Discover, or American Express. For terms other than COD or Credit Card, please complete a credit application ([www.offwire.com](http://www.offwire.com) then click on dealer information) and fax it to 877-OFFWIRE. Attention: credit department. Orders placed on accounts with open invoices that are more than 15 days past due will not be released by OFFWIRE.

## Invoicing Policy

Customers will be invoiced on the day of shipment. Invoices will arrive by email. All checks returned for non-sufficient funds are subject to a \$30.00 fee. Past due invoices will be charged 1.5% interest per month.

## Minimum Return Transaction

All return transactions are subject to a \$100 minimum. Transactions below \$100 will be assessed a \$10.00 processing fee.

## Warranty

All **OFFWIRE brand** accessory products include a one year limited warranty against defects in materials and workmanship. Within this warranty period OFFWIRE makes no other warranty either expressed or implied in regard to this product. In no event shall OFFWIRE be liable for direct, indirect, incidental or consequential damages from the use of OFFWIRE accessory products. OFFWIRE accessories are exclusively offered by Wireless Connection, Inc.

Nationally branded or OEM accessories warranty terms are determined by respective manufactures.

## Shipping

All Orders are shipped via UPS Ground unless otherwise specified by customer. Same day shipping is available on most orders placed by 2:00PM CST.

## Shipping & Handling Rates

UPS Ground		
Orders	\$1 - \$100	\$9.95
Orders	\$100 - \$499	\$6.95
Orders	\$500 - \$799	\$3.95
Orders	\$800+	FREE

Free UPS ground shipping is available to Rings of Excellence Members. Please see Rings of Excellence information for details.

2<sup>nd</sup> Day Air & Next Day Air will be billed at actual published rates.  
All orders FOB Omaha.

## Shipping Surcharge

OFFWIRE has always prided itself with being the industry leader in shipping and handling rates. With our low small-order fee and free shipping levels for both wholesale and ecommerce orders we focus heavily on maintaining bottom-line cost savings for our clients. However, due to several increases in shipping rates over the past two years and an approximate 19% combined inbound and outbound, fuel surcharge from our shipping carrier, OFFWIRE reluctantly has to pass on some of these costs to our clients.

- A \$2 surcharge will be applicable for each wholesale order.

### **Shipping Discrepancies**

Customers should inform OFFWIRE with any shipping discrepancies within 24 hours from date of receipt. OFFWIRE will not be responsible for shipping discrepancies reported beyond the specified period.

### **Refused Shipments**

All orders refused by the customer and returned to OFFWIRE without just cause and prior approval of OFFWIRE will result in the customer being billed for all shipping charges, plus a 30% restock fee.

### **Backorders**

Before a backorder is shipped, you will be notified. Backordered OFFWIRE brand products of \$100.00 or more will be shipped UPS ground free of charge.

### **Credits**

All credits must be used within one year of the date they were issued. All credits must be used toward future purchases. Credits will only be issued to accounts in good standing.

If these policies and procedures are in conflict with a client's Purchase Order – These policies take precedence.

Prices, policies and procedures are subject to change without notice.