



**WISEWAY
SUPPLY**

Electrical • Plumbing • Lighting

Service Guarantees for Our Premier Partners

Full Stock Levels

Wiseway Supply guarantees our top 250 items will never be out of stock – because 100% fill rates are the only acceptable level from your distributor. If we are out of stock, we'll issue you a \$25 Service Guarantee Certificate. (Periodically, we offer special offers that don't apply to this guarantee.)

On-Time Delivery

If an order isn't delivered within the time frame agreed upon by you and your salesperson, we'll gladly issue you a \$25 Service Guarantee Certificate.

Speedy Will Call Service

If a Will Call order isn't ready for pick up within 1 hour from the time your order was placed, we'll issue you a \$25 Service Guarantee Certificate. (This guarantee doesn't apply to orders containing wire or pipe cuts.)

Prompt Return Credits

If you return an item originally purchased from and currently stocked by Wiseway Supply, you'll receive credit within 48 hours – or we'll issue you a \$25 Service Guarantee Certificate.

90-Minute Service Guarantee

We guarantee that any non-wire emergency order pick-up truck size or less will be delivered to your jobsite in 90 minutes. If it isn't, we'll credit your original \$35 delivery fee.

At Wiseway Supply, know-how truly does meet can-do. And we prove that by providing the highest level of customer service and standing behind our Service Guarantees 100%. If we ever fail to deliver on these guarantees, we'll reimburse you \$25 – no questions asked.**

John S. Cain
President

Charlie Cain
Senior Vice President

Timothy E. Fries
Vice President Sales and Marketing

*Limited to the Greater Cincinnati area... ask for details.

** With the exception of the 90 minute guarantee where you will be reimbursed for your \$35 delivery fee only.

