

UPS GROUND – Small Parcel Shipments

PARTS ORDERS (small or average size parts such as filters, fuel components, belts, etc.)*

Over \$175		FREE*	 <p>Same-day shipping for orders received by 3:30 p.m.</p>
Over \$75		\$6.99	
Under \$75 Commercial Address		\$14.99	
Under \$75 Residential Address		\$16.45	
No-Spill Fuel Cans (1.25 & 2.5 Gallon cans, 6 / Case) (5 Gallon cans, 4 / Case) Case quantities of 5 or more will ship truck freight.	1 – 4 Cases	\$6.99 / Case	
	Shipments to New England States, Long Island, NC, SC, OH, MI, VA, WV, TN, KY, Cape Cod	\$8.50 / Case	

***OVERSIZE ITEMS EXCLUDED.** Due to dimensional and weight restrictions, certain large or heavy items, including equipment, engines, mowers, decks, tires, wheels, tire chains, seats, edger blades, large accessories, gas cans, and case lot quantities of fuels, lubricants, solvents, oils and fluids do not count toward the minimum to qualify for free freight on small parcel shipments. For more information please call or contact our inside Sales Team. Phone: (800) 447-2040 / Email: parts@johnelandis.com

PREPACKAGED FUELS (QUARTS ONLY) Gallons and larger sizes must ship truck freight.

TruFuel & Aspen Fuel (metal quarts 6 / case)	\$6.25 / Case	12 Case Limit
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Free Truck Freight Program, Pallet-LTL Shipments

Truck Freight Pallet Shipping

Parts & Accessories Orders (Some exceptions apply) ¹	Over \$2,600	FREE
	Over \$2,900 (New England States, Long Island, NC, SC, OH, MI, VA, WV, TN, KY, Cape Cod)	

SUBSIDIZED FREIGHT FOR COMMODITIES (Fuel, Oil, Lubricants – Mix and Match) Free and Flat-Rate Pricing Minimums

TruFuel & ASPEN (metal quarts) – 30 Cases minimum or \$1,800	Over \$1,800	\$85.00 Flat Rate
	Over \$2,600	FREE
	Over \$2,900 (New England States, Long Island, NC, SC, OH, MI, VA, WV, TN, KY, Cape Cod)	

¹This freight policy is based upon the use of a John E. Landis preferred carrier determined on a per order basis. Orders shipped via an alternate carrier by customer request, expedited orders and drop shipments are shipped at actual freight charge. All special fees, including carrier imposed charges for lift gate, limited access, hazardous materials, residential/rural delivery, etc., are extra.

1Free Freight Program Product Exceptions

D.B. Smith Sprayers (2 gallons and larger)
Tire Chains, Martin and Rotary (all sizes except TC354, TC356, 70506)
Martin/Carlisle/Rotary wheel assemblies larger than 13 X 6.50-8
All tires larger than 13 X 6.50-8
Cases of Spectrum, Kohler and TruSouth oil (exceptions include smaller cases of Spectrum 2-cycle oil mix, ie. SM32225M)
Berkebile case quantities (exceptions such as tubes of 3 oz. sealer, (85))
On some charges up to \$30.00 for case of aerosol container cans ex. 2+2 Berkebile
Engines, Shortblocks, Riding tractor transmissions
Mower decks, rider seats, most walk-behind mower handles
Pela larger evacuators (PL14K and PL650)
All TruSouth products
No-Spill Cans (exception-shipping a single 1.25 gallon can)
String Trimmer Booms/Shaft Housings
Rotary/Laser Blade Grinders
Grass bag assemblies
Any product in 5 Gallon pails
Full cases of gallons of products such as WD40 or EST & MBT
Moeller or Beiler fuel tanks
Large displays such as B3C or Star Tron kits/displays

John E. Landis, Inc. reserves the right to amend this list of exceptions at any time. We will do our best to keep customers updated on changes as they occur.

Shipping Damage Or Shortage Claims

Shipping damage claims must be filed with the freight carrier. **We strongly suggest that you inspect all incoming shipments for shortages and damages to packaging or contents prior to accepting them.** Please be sure to note any damages or shortages on the carrier's delivery documents and keep a copy for use in filing your claim. Contact a customer service representative 800-447-2040 for information about receiving a replacement if your order is damaged or missing parts. All claims should be made with us within 10 days of receipt of your order.

Product Return Policy

Customers may request to return new, unopened items we stock within 30 days from the invoice date. All returns will be subject to a 10% restocking fee. Some exclusions apply. *NOTE: JEL has a NO RETURN POLICY on most Non-Stocking or Special Order items. We will evaluate these returns on a case by case basis. If accepted, Non-Stocking/Special Order items are subject to a 25% return fee.

No returns will be accepted without prior approval and a return authorization number (RA#) obtained by submitting a Return Authorization Form to the John E. Landis returns department. Forms can be completed and submitted online through our website or printed and submitted via FAX or regular USPS mail. Once received and approved, JEL will return the form with your RA# and shipping instructions. All returns must include original manufacturer's packaging, be in an unused and re-sellable condition, and returned with a copy of the approved Return Authorization Form.

Items returned to us without prior approval and a completed Return Authorization Form (with an RA#) will not be eligible for a refund or exchange.

The following items are not eligible for return:

- Electrical products
- Installed, damaged or used items
- Special orders (returned at our discretion)

Visit <https://www.johnelandis.com/returnauthorization> to start a return.