

**FREE  
SHIPPING**

# U.S. AMSOIL Retail Account Ordering Information

AMSOIL retail accounts are eligible for the following freight terms. Pricing and additional information regarding product orders is available in the AMSOIL U.S. Wholesale Price List (G3500) and in the Retail Account Zone at [myaccount.amsoil.com](http://myaccount.amsoil.com).

## **CONTINENTAL U.S. Standard Freight Terms**

AMSOIL retail accounts in the continental U.S. receive free standard ground shipping for order totals of \$300 or more on products stocked in AMSOIL distribution centers (DCs). If the order total is less than \$300, a flat shipping rate of \$9.99 applies.

Routing requests may be included with normal freight orders. However, because AMSOIL INC. uses the most economical method of transportation, the final decision on routing pre-paid freight orders rests with AMSOIL.

Customers can request lift gate service at the time of ordering if they do not have a method of unloading large orders, 30- and 55-gallon drums or totes. Not all carriers offer this service, so when requesting it please allow additional time for delivery. AMSOIL charges customers and accounts a flat rate of \$30 for all lift gate-required deliveries. Customers will be prompted to accept or decline lift gate service on all qualifying orders placed online or over the telephone. If lift gate service is requested after the order ships, the customer is still responsible for paying the \$30 flat rate.

## **Special Services**

Call-before-delivery, truck-size limitations and other special requests can result in additional charges by the freight carrier.

## **Freight Collect**

Orders can be shipped "freight collect", or "third party billing", by UPS, FedEx and many LTL common carriers if special routing instructions are required. The carrier's name and account number must be supplied at the time of order placement. Freight rates, payment method, routing instructions and other details are handled directly between the retail account and carrier. Retail accounts that choose this option receive a 2 percent discount on their order total.

## **Pickup Orders**

Orders may be picked up at an AMSOIL distribution center. Pickup orders must be placed in advance by calling 1-800-777-7094 or going online to [myaccount.amsoil.com](http://myaccount.amsoil.com). Please allow two hours for processing prior to arrival. Retail accounts that choose this option receive a 2 percent discount on their order total.

## **ALASKA**

AMSOIL has partnered with Carlile Logistics to provide shipping services for AMSOIL product orders in Alaska. For all shipments to Alaska add 7.5 percent to the total product cost for extra freight expenses. Visit the Retail Account Zone at [www.amsoil.com](http://www.amsoil.com) (Ordering > Shipping Information) for complete information regarding freight options, actual freight charges and other details.

## **HAWAII**

Hawaiian orders are shipped from the Portland, Ore., or Superior, Wis., Distribution Center. Orders are shipped using the most cost effective method, and orders will be charged actual freight costs. Visit the Retail Account Zone at [www.amsoil.com](http://www.amsoil.com) (Ordering > Shipping Information) for details.

## **SALES TAX**

- AMSOIL charges sales tax and applicable environmental/recycling fees.

- Accounts can submit a Uniform Sales Tax Certificate (G495) to apply for tax-exempt status. Forms and other tax details are available online at [myaccount.amsoil.com](http://myaccount.amsoil.com).
- Accounts that are tax-exempt in their states of residence and intend to pick up products from an out-of-state AMSOIL distribution center can complete and return to AMSOIL INC. a Uniform Sales Tax Certificate (G495). Doing so allows the account to pick up products without paying sales tax to the state in which the DC is located since the account is taking the products back to its state of residence for resale.

## **CO-OP ADVERTISING**

**Log in to your account in the Retail Account Zone at [myaccount.amsoil.com](http://myaccount.amsoil.com) or ask your servicing AMSOIL Dealer about the AMSOIL Cooperative Advertising Plan for Retailers (G1071). The plan allows retail account holders to:**

- Receive a percentage in credit toward the costs of AMSOIL promotional items, including sales brochures, product data bulletins, signage and clothing.
- Receive a percentage in credit toward the costs of qualified newspaper, magazine, Yellow Pages, television and radio advertising.

## **RETAIL ACCOUNT RETURN/ EXCHANGE GUIDELINES**

- Products may be returned within 30 days of order date for full refund of purchase price and sales tax. No refund will be issued for freight charges.
- Products may be exchanged within 90 days of order date with no restocking fee.
- Must be unopened currently marketed products in resalable condition.\*
- Special-order items cannot be returned or exchanged.
- Products received in exchange must be of equal or greater value than those returned.
- No exchanges will involve cash refunds or credits.
- Products must be returned to an AMSOIL distribution center at the customer's expense. Products stocked only in Superior, Wis., such as literature and filters from AMSOIL distribution partners, must be shipped back to Superior.
- Customers who ship product ineligible for return or exchange to an AMSOIL distribution center are notified upon receipt and the ineligible product is held for 30 days.

\*"Currently marketed" refers to the product's formulation and packaging. "Resalable condition" refers to the condition of the product itself and all packaging required to resell the product.

**The Distribution Center Manager will make the final determination regarding the condition and acceptance of all products considered for a return or exchange. In situations where products do not meet the return/exchange guidelines, the customer will be contacted for disposition or return of any non-compliant products. In these cases, the customer is also responsible for return freight costs.**