



GUIDE

to business with
Franklin Electric

Congratulations on your new account with Franklin Electric Company! We are pleased to have you as part of the Franklin family of satisfied customers. We want your experience with us to be extraordinary, so this guide is provided to help orient you to the many benefits that we offer.

Hours of Operation Monday to Friday:

Office: 8:00 am to 5:00 pm
Counter: 7:30 am to 5:00 pm
Warehouse: 6:30 am to 8:00 pm

Outside of these hours you can always reach your sales representative by cell phone.

How to Place an Order:

Phone our main numbers (215) 765-3965 or (856) 963-0541
Or phone your sales representative's direct line or cell phone:

Direct: _____

Cell: _____

Or email your sales representative at: _____
Or fax our general fax lines (215) 765-0199 or (856) 840-8100
Or fax your sales representative's direct fax: _____
Or enter online through our website (see your sales rep for setup)

Invoices and Statements:

Your monthly statement will be emailed to you.

Your invoices will be mailed to you daily. If you would prefer your invoices emailed instead, our accounting manager, Jackie Gallagher, will be happy to set that up.

(856) 840-8076 or j.gallagher@frankelec.com

For your convenience all invoices for material delivered by our trucks will have a signed proof of delivery right on the invoice.

Payment Terms:

Our payment terms will always show on your invoice.

Our normal terms are 2% 10th, net 30th. This means if you pay your invoice on the 10th of the month following your delivery you may take a 2% cash discount as a thank you for your prompt payment. If you choose not to pay on the 10th then we will need your payment without discount no later than the 30th of the month.

Occasionally terms other than our normal terms may apply for items such as lighting, switch gear, medium voltage cable, or other products ordered directly from the manufacturer. In this case we simply offer the same discount terms that the specific manufacturer offers for those products.

We value our customer's prompt payment. Should your account become past due, you can expect a call from us, but we promise we will always be polite.

Returns:

It is inevitable that you will need to return something and we want to make that as easy and painless as possible.

If the item is to be returned because of a mistake we made, we will take it back and issue you a full refund promptly with no questions asked.

If the item is to be returned because of a mistake you made, or you just don't need the item any more, we will take it back and issue you a full refund if it is an item we normally stock, in a quantity we normally stock, was purchased from us within the last 60 days, and is in good condition.

If it is an item we do not normally stock, or is an unusual quantity, or was purchased from us more than 60 days ago, we will do our best to negotiate a return to the factory for you and will only pass on any restocking charges that we have to pay.

When You Have An Emergency:

We will be there for you 24/7. Simply call your sales representative's cell phone and they will pull together the necessary resources to help you.



Who To Contact:

Your inside and outside sales representatives are your every day contacts and can handle all of your needs. However, if you have questions or issues you do not feel should be directed to them, we welcome you to contact any of the following:

Sales issues:

Matt Venancio, VP Sales
(856) 840-8062
m.venancio@frankelec.com

Andy Thomas, Inside Sales Manager
(856) 840-8022
a.thomas@frankelec.com

Accounting issues:

Jackie Gallagher, Accounting Manager
(856) 840-8076
j.gallagher@frankelec.com

Inventory issues:

David Keller, VP Purchasing
(856) 840-8078
d.keller@frankelec.com

Warehouse/Delivery issues:

Bill Trotter, Warehouse Manager
(856) 840-8106
b.trotter@frankelec.com

Disappointed in Any Way:

William Walker, President
(856) 840-8080
w.walker@frankelec.com

Our Website:

www.franklinelectric.net is full of good information and has a portal to enter orders and review your account online. (see your sales representative for setup)



What You Can Expect From Us:

We empower all our associates to find ways to say “yes” to our customers every day. So, when you have a need, you can expect to have a willing partner in Franklin Electric to find a way to meet that need.

You can also expect:

- Great products
- Fair prices
- Honest answers
- Honored commitments
- Friendly service

Franklin’s Learning Center:

As an added benefit of being one of our clients, our Learning Center available to you for meetings or events you would like to host. It is a state of the art room complete with overhead projector, whiteboard, flip chart, and sound system. It is capable of seating 24 in a variety of configurations from classroom to boardroom style.



To reserve contact:

Jackie Gallagher
(856) 840-8076
j.gallagher@frankelec.com

Franklin’s Charitable Fund:

Franklin Electric contributes ten percent of its profits annually to the Franklin Electric Charitable Fund, which helps charities locally, regionally, and around the world. So, when you do business with us you are also helping make the world a better place through our affiliated charities.