



Superior Products, Service and Support
for over 75 years

Company Profile

A comprehensive guide to doing business with EWI, complete with key contacts, important phone numbers and e-mail addresses.

We Appreciate Your Business, and Value our Relationship!



Electronic Ordering (Persona/ewi.mycodisaccess.com)

Payment terms on PARTS orders received electronically, prior to 1:00 pm are 1% 15th, Net 30. Please note the 1% discount only applies to replacement parts and does not include items such as whole-goods, accessories, or net priced items. Your payment must be received by the 15th of each month.

Shipping Terms

We are pleased to ship orders regardless of value. Parts orders with a value greater than \$175 will be shipped Freight Allowed.

The amount of Allowable Freight will appear on both your invoice and you monthly statement, simply deduct this amount with your **on-time payment**. Payment must be received by the 15th of each month.

Equipment, Mower Decks, Transmissions/Transaxles, Oil/Chemicals, Mower Attachments and certain other bulk items will be shipped as a separate order. These will be billed actual shipping charges and are not included in our freight allowed program.

Equipment Orders will ship Freight Allowed Once 15 Points are reached. See individual equipment program for details.

Fuel Surcharges

All orders will be charged a \$2.50 Material Fee, in lieu of ever-changing fuel surcharges billed by ALL freight companies.

Emergency Orders

In the event we are temporarily out of stock on an item, we offer the following Emergency Order options:

- Drop Ship from another Distributor if in stock
- Drop Ship from the Manufacturer if in stock (All Products Except Oregon and

Walbro) Freight Charges will always be billed to the customer. Discuss rates with our CSR before utilizing.

COD Customers

Standard freight program applies with the following exception:

- The COD Fee billed by the carrier will be added to all orders. This fee is in addition to the cost of shipping. The fee from UPS is currently \$12.50, but is subject to change. Fees charged by LTL carriers are much higher, discuss with an EWI CSR before selecting this option. Note: COD customers will be responsible for all costs incurred by EWI if an order is refused at time of delivery.

Credit Card Customers

Credit Card Customers will be assessed a \$2.50 convenience fee on ALL parts order. Orders for equipment will be billed a 3% convenience fee. The convenience fee is in addition to our material fee and shipping charges. Visa and Mastercard are the only accepted credit cards.

Damaged Shipments

Unfortunately there are times when product is damaged in shipment. If this occurs it is the **RECEIVERS** responsibility to list any missing and/or damaged items on the freight bill **BEFORE** signing it. A signature is evidence that the freight bill is true and correct. Therefore, if items were missing and/or damaged and NOT noted on the freight bill, neither you nor EWI has any recourse with the carrier.

NEVER SIGN FOR PRODUCT THAT HAS NOT BEEN INSPECTED. EWI will not accept a return or compensate an account for missing or damaged product, if the issue is not denoted on the freight bill.



Backorder Policy

Backorders are allocated upon receipt and will ship with your next order. Open backorders with a value greater than \$50 will be shipped on Friday each week, freight allowed.

Merchandise Returns

If WE should make an error on your shipment you must notify our Customer Service Department within seven (7) days of merchandise receipt. Please be prepared to provide us with the invoice number and the nature of the error. We will handle this correction without any handling charges, restocking fees or shipping charges.

If YOU should make an error when placing an order necessitating the return of parts, please contact our customer service department for a Return Merchandise Authorization (RMA). Returns of this nature must be conducted within seven (7) days of receipt of merchandise. A 15% restocking fee will be assessed, and the parts must be returned freight prepaid, or you can return as part of your annual return (details below).

Annual Parts Return

Customers may place one return per year which must be accompanied by an offsetting “two-for-one” Spring Order. The return must be shipped prepaid to EWI by January 31st each year, and must have been purchased from EWI within the previous 18 months. In addition, all parts returned must be accompanied by an RMA (contact Customer Service to receive), and the RMA number must be clearly noted on the shipping boxes. Credit for approved returns will be issued with terms that match the offsetting Spring Order.

The following parts are unacceptable for return credit:

- Parts not in sellable condition (must be new, and in new condition)
- Parts not listed in the current Manufacturers Price list
- Parts in old or yellowed boxes, marked with ink, or having dealer pricing
- Parts not in original packaging
- Electrical Parts that have been installed
- Gaskets, Carburetor Kits and Seals
- Hardware: Nuts, bolts, washers, etc..
- Have a Dealer value of less than \$1.00 each

Parts that are returned that fail to meet the above guidelines will be scrapped, and no credit issued.

Terms of Payment

Our ability to extend credit is dependent upon the prompt response by our customers to their financial obligations.

- Payment is due by the 15th of each month, unless otherwise noted on the invoice
- Payment must be received by the 30th of each month in order to avoid finance charges
- Accounts unpaid beyond the 30th are considered Past Due and a Finance Charge of 2% per month, on the unpaid balance will be applied to the account.
- Past due accounts will be placed on Credit Hold, and orders will not be accepted until the debt is satisfied.
- Billing errors must be brought to our attention within seven (7) days of the statement date, otherwise we will consider our statement correct.
- For your convenience EWI provides a return envelope with your monthly statement. Please return our Remittance Advice (perforated on our statement) clearly identifying invoices being paid, and your payment in the provided envelope.
- EWI will NOT accept credit card payments on accounts with charge privileges.
- Mail Payments to: P.O. Box 40490, Houston, TX 77240-0490

Thank You for the Opportunity to Serve You!



Communications

- Telephone—Toll Free 800.580.7790
- Telephone—Local 713.937.4000
- Telephone—Automated Attendant 713.482.0111
- Fax—24 Hour Toll Free 800.281.0636
- Fax—24 Hour Local 713.466.0529
- E-mail address sales@ewipower.com
- Web Page www.ewipower.com
- PersonaAddress engwarehouse.com

Territory Managers

Contact	Phone	E-mail Address
DuaneBergman	985-640-0019	dbergman@ewipower.com
Jo Stokes	940-704-2244	jstokes@ewipower.com
JeffHuber	405-818-2348	jhuber@ewipower.com
Jason Rankin	601-382-1236	jrankin@ewipower.com
John Young	228-596-5430	jyoung@ewipower.com

Inside Support

Contact	Position	Ext	E-mail address
Robert Graham	President & G.M.	110	rgraham@ewipower.com
Steve DeWitt	Vice President of Technical Services	111	sdewitt@ewipower.com
John Gielow	Vice President of Sales	114	jgielow@ewipower.com
Sonya Graham	Administration/A.R.	112	sgraham@ewipower.com
Bret Lowman	Sales Manager	404	blowman@ewipower.com
Lauren Guderyon	Supply Chain Manager/CSR Manager	209	lguderyon@ewipower.com
Brian Kovar	Director of Marketing	206	bkovar@ewipower.com
Leif Persson	Director of Technical Services	501	lpersson@ewipower.com
Heath Hallum	Warehouse Manager—Texas	229	hhallum@ewipower.com
Robert Richter	Warehouse Manager—Oklahoma	314	rrichter@ewipower.com
Harold Wood	Service Manager/Warranty	207	hwood@ewipower.com
Cathy Swim	Accounts Payable	101	cswim@ewipower.com

Mailing Address

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 Houston, TX 77240-0490