

ONLINE COMMUNICATIONS WITH J&B

OUR WEBSITE IS WWW.JBI.BIKE

Be careful not to login to any site impersonating J&B. For example, the addition of a simple dash (-) could bring you to an unauthorized site.

ALL EMAILS FROM J&B WILL BE FROM @JBI.BIKE

Do not reply to emails from any other source.

Double check the email address when replying. The "from" can be masked and will change when you click reply if sent by a criminal phishing for personal information.

Again, the addition of something as simple as a dash (-) could send your email to an unauthorized entity.



How to reach us?

HOURS: 8:00AM - 6:00PM LOCAL TIME

YOUR ACCOUNT NUMBER

EAST MIAMI, FL (800) 666-5000
(305) 238-1866

CAROLINA RALEIGH, NC (888) 666-6979
(919) 877-1002

NORTHEAST SCHENECTADY, NY (800) 666-5099
(518) 831-8891

DIXIE BIRMINGHAM, AL (800) 274-3494
(205) 940-9244

MIDWEST FT. WAYNE, IN (800) 666-5007
(260) 436-1744

MID-ATLANTIC WEST CHESTER, PA (800) 666-5044
(610) 701-6320

MINNESOTA EAGAN, MN (800) 627-2453
(651) 994-1066

TEXAS IRVING, TX (877) 359-7857
(972) 929-1700

WEST ENGLEWOOD, CO (800) 999-9228
(303) 761-7383

PACIFIC KENT, WA (800) 333-0441
(253) 395-0441

SO CAL REDLANDS, CA (800) 666-0656
(909) 798-5568

ORDERING

Please provide your J&B account number and part numbers when placing any orders to minimize errors.

SALES POLICY

J&B Importers (J&B) does not sell directly to consumers. Proper identification of your organization is required for all purchases. Possession of this catalog does not constitute any rights to purchase from J&B.

WILL-CALL OR PICK-UP ORDERS

For pick-up orders, we ask that you please allow us four hours advance notice to assure that your order will be ready.

EMPLOYEE PURCHASING (EP)

J&B offers discounted employee pricing on certain product lines (Origin8, Black Ops, Limar). To start an EP order, type the part number into our search bar and click "Available for EP" under the "Add to Order" button.

SHIPPING

J&B will ship all orders the "best way" possible, as determined by us, for prompt service and a fair price. We will ship by next day, second day, Saturday delivery, etc. according to your special instructions. However, please keep in mind, these expedited methods do not qualify for any freight allowance.

DROP SHIPMENTS

Drop shipments from J&B to your customer are discouraged and are subject to manager approval. An additional \$15.00 charge per shipment will be assessed for dropshipments to your customer or picked up at our warehouse by your customer. Dropshipments do not qualify for a freight allowance.

SHIPPING & HANDLING CHARGES

We will add the following handling charges to the shipping charges on your orders sent:

Special Packaging Requests: \$10.00 per box where the total shipping and handling would be less than L.T.L. freight charges

Manufacturer Direct Dropship (to your store): \$3.00 per shipment

In addition, you will be responsible for the *cost of any shipping insurance*. These charges will be added to the published charges on your orders.

BACKORDERS

You will be informed of an item's stock status at the time you place your order. Backorders will not be shipped without dealer authorization. We will contact you the day the item arrives to confirm the item is still needed.

We also allow you to backorder items when placing your order online. Additionally, you may want to take advantage of our Inventory Minder. Items can be added to your Inventory Minder from the product description screen and you can view your list at anytime in the tool box. Once added, you can select your home warehouse (or any) so that you can be notified the day it becomes available.

SHORTAGES

Be sure to count the number of pieces received when receiving shipments via common carrier and compare it to the freight bill before you sign it. We are unable to honor shortage claims once the freight bill is signed as complete.

Be careful not to sign for number of pallets only. We ship showing number of pieces on the bill of lading so you should sign for a certain number of pieces, not pallets. A shortage claim must be reported to our warehouse (not your salesman) within 24 hours of delivery date. Before calling, open and thoroughly inspect all cartons and packing material and tell us how many cartons you received. Our orders often have many line items and can be difficult to check in. We reserve the right to have the opportunity to advise you where you might find the item you are claiming to be missing. We do not honor claims for shortages if deducted from payment without prior approval.

DAMAGED GOODS

All claims for shipping damage must be placed with a J&B manager immediately. Product damaged in transit must be noted clearly as damaged on the bill of lading. Save all freight bills of lading, packing lists, shipping cartons and packing materials until the matter is resolved. The carrier may request to see the damaged box(es) and the damaged merchandise.

TERMS & CONDITIONS

Terms are payment in advance, C.O.D. cashier's check, or credit card until you have obtained an open account or approval for checks. To receive open account status, a credit application must be completed and then be approved by our credit department. Service charges will be applied to all past due accounts. Returned check fee is \$15.00 for first time redeposits and \$25.00 for second time.

ACH

Automated Clearing House (ACH) is our preferred method of payment. With ACH, funds are automatically withdrawn from your checking account when you want them to be, allowing you to pay without having to write a check.

PRICING

All prices shown are subject to change without notice. Orders are filled at the prices in effect at the time of shipment. Special pricing and sale flyers will guarantee you discount prices during a specific period of time only.

Rev. Date: 07-08-2016

TERMS & CONDITIONS

RETAIL PRICING GUIDELINES

In order for us to better ensure the continued quality of Sun Bicycles, Origin8 and Cloud-9 products, the integrity of the Sun Bicycles, Origin8 and Cloud-9 brands, and to support and encourage our dealers to promote and invest in the sales and service of our products, J&B Importers, Inc. unilaterally adopted the following advertised pricing and sales guidelines:

J&B requires that all advertisements (including mail order, internet, and online auctions) for its Sun Bicycles, Origin8 and Cloud-9 products that include any reference to a retail price be confined to the suggested minimum advertised prices found on the J&B Importers website to encourage Sun Bicycles, Origin8 and Cloud-9 retailers to develop demand through advertising and other marketing initiatives. J&B Importers, Inc. expects that the suggested minimum prices set forth in these guidelines will be followed to effectively and efficiently maintain the retailer and support network that J&B Importers believes is necessary for the proper marketing, selling and servicing of its products. MAP pricing is subject to change. J&B Importers reserves the right to terminate any distributor, retailer, or sales to any party that does not conduct its business in accordance with this policy.

This policy addresses only issues surrounding the advertisement of prices. Although Sun Bicycles, Origin8 and Cloud-9 suggest resale prices, this policy does not regulate actual selling prices.

These guidelines protect our brand, images, logos and intellectual property supported by a MAP (Minimum Advertised Price) program for all retailers to maintain their authorized status to sell Sun Bicycles, Origin8 and Cloud-9 products.

FREIGHT TERMS

We will bill you for shipping and handling charges on your invoice. Certain "Brick and Mortar" retailers based in the U.S. may qualify for a freight allowance.

To qualify for freight allowance, orders must meet the below requirements and ship from our stock to a single retail location, within the continental United States, and be paid within the stated terms. Retailers in Alaska and Hawaii are subject to different freight policies. Please contact your J&B sales representative for more details. Backorders and dropshipments to your customers do not qualify for freight allowance. No freight allowance on distributor, OEM, or export orders. Advance appointment charges, inside delivery charges, re-delivery charges, security, and other area surcharges, liftgate charges, residential delivery, and/or any other extra service charges do not qualify for freight allowances.

Category 1 Freight Allowance: Orders of \$300 or more of shippable Non NFA* items (regular parts) will qualify for freight allowance on the Non NFA* items only from your local warehouse. Shipments from a non local warehouse and NFA* items on these orders do not qualify for freight allowance.

Category 2 Freight Allowance: Orders of \$500 or more of shippable Non NFA* items, will qualify for freight allowance on all items, including NFA* items added after the \$500.00 Non NFA* minimum is met as long as the NFA* items can ship from your local warehouse.

Category 3 Freight Allowance: Orders of \$1500 or more of any shippable items, including NFA* items, will qualify for freight allowance on all items, including NFA* items, as long as the NFA* items can ship from your local warehouse. Freight charges will apply if NFA* items ship from other than your local warehouse.

Freight Allowance on Split Shipments: You must first meet Category 2 criteria in order to receive a freight allowance on orders that must ship from more than one warehouse. Each shipment, including your local warehouse shipment, must total at least \$50.00 of regular merchandise (not NFA items), not available from your local warehouse or from any other warehouse from which we are shipping your order. If J&B is allowing the freight, we reserve the right to ship everything possible from your local warehouse or from the next closest warehouse.

[*Certain items are considered non freight allowed items (NFA), such as Bikes, Adult & Juvenile Trikes, Custom Wheels, Unicycles, Repair Stands and Bases, Parking Racks, Exercisers, Strollers, Trailers, 5-gallon tire sealer buckets, Baby Seats, Bike Cases, Frames, Empty Shipping Cartons, and other items that result in shipping charges exceeding 20% of the shipment or split-shipment value.]

Rev. Date: 07-08-2016

TERMS & CONDITIONS

RETURNS

If you wish to return all or any part of your order for any reason, it must be returned to us freight prepaid. All returns are subject to an inspection. Only unused items in their original, intact packaging will be accepted. Parts returned are subject to a restocking charge of 15% and additional freight charges if order is refused or undeliverable. No merchandise returns will be accepted after one year from purchase date. Returns of Nutritional/Food Products cannot be accepted later than 30 days from purchase date. Sales of close out items are final, no returns will be accepted.

In the case of defective merchandise, we reserve the right to credit or replace that item at our discretion or have the manufacturer repair or replace the item directly, depending on the warranty policy for that brand. Unless stated otherwise, claims for warranty must be claimed within one year from purchase date from J&B.

No warranty on merchandise used commercially (rentals, etc.), except for bicycles used commercially. See our Sun Bicycles and Origin8 Bicycle warranties on our website for details.

BICYCLES

J&B has established the following policy in the overall best interests of our distribution network. We apologize for any inconvenience this policy may cause, but we believe this policy is necessary to the optimal operation of our business. Sun Bicycles, Origin8, and Sun Seeker products, which include but are not limited to Recumbents, Bicycles and Adult Tricycles, are to be sold only in a fully assembled and fully adjusted state to the consumer. As you know, our warranty on these products applies only when the products are sold this way. In accordance with this policy, you should immediately remove all of these items from internet websites and mail order catalogs, as well as from advertisements in which the intent is that the products will not be sold fully assembled and adjusted. If it comes to our attention (by, for example, advertising, listing on the Internet or mail order) that you are not fully assembling and adjusting Sun Bicycles products before delivery to the consumer, it is our policy to cease making these products available to you for a period of two years. After this period you may be reinstated as eligible to purchase Sun Bicycles, Origin8 bicycles or Sun Seeker products. You must still follow the policy to remain eligible. This policy is not negotiable. The policy applies to all dealers, and it is the sole responsibility of J&B to monitor and enforce this policy.

POINT OF SALE SYSTEMS

SMARTETAILING - SUPPLIER SYNC

Shops using SmartEtailing's internet solution can choose to blend J&B's inventory with their own and increase the number of "available" products on their web store. Once the Supplier Sync option is activated, J&B's product database becomes available through your shops own website. Using J&B's warehouse as your own will vastly increase the number of available products that you are able to sell. To maintain a high level of customer service and accuracy, inventory quantities are updated every 15 minutes on the SmartEtailing servers. You control which J&B location's inventory you want to show. Be sure to select your local warehouse for the fastest level of service. In this case you can receive a daily shipment from J&B to quickly fulfill your online orders. In addition, all new products available through J&B will automatically be included on your web store.

Contact our IT department at ithelp@jbi.bike or call 800-666-5000 for more information. To get started with a SmartEtailing service, contact SmartEtailing at info@smarteretailing.com

DOWNLOADABLE PRODUCT LISTING

For customers not using the SmartEtailing solution, manually maintaining a product database for a POS system or website can be time consuming. To help make this process as efficient as possible, J&B provides a downloadable version of our product data and current inventory levels. This can help reduce the burden of manual entry. The product listing file is updated once a day and the inventory file with product availability is updated every 15 minutes.

For more information contact our IT department at ithelp@jbi.bike or call 800-666-5000.