



PRODUCTS / SERVICES OFFERED

1-800-Radiator & A/C has a full line of Radiators, Condensers, Fan Assemblies, A/C Compressors, A/C Components and A/C Kits. In select markets, they also carry Fuel Pumps, Lighting Mirrors, Gas Tanks and Filler Necks, Heater Cores, Evaporators and Rotating Electrical Parts.

BEST FEATURE

Huge inventory of radiators, A/C compressors and thermal components as well as that hard to find gas tank and filter necks.

HOURS OF OPERATION

Monday – Friday 8:00AM – 5:00PM

Saturday – Saturday 9:00AM – 1:00PM

MARKETS SERVED

1-800-Radiator & A/C has over 200 branches across the U.S. offering multiple daily and hot shot deliveries depending on your location. Next day shipping is also available to most of the U.S. & Canada.

PRICING

All TBC Retail Group stores will be placed on 1-800-Radiator's National Account pricing matrix with a minimum market price less 7% for in-stock parts. Market Price is a regionally indexed calculation made by REWI and its franchisees that are commonly referred to as "Jobber" price in the industry. REWI agrees to match all competitors' prices (invoice after coupons are applied) for substantially equal parts that are in stock at the time of purchase.

REBATES AND HOW THEY ARE PAID

All TBC Retail Group Franchise and Company Owned locations are eligible to receive a rebate paid annually, based off that location's total purchases as follows:

Net Purchases of Location Rebate Earned

\$999 or less	0%
\$1,000 - \$1,999	1%
\$2,000 - \$2,999	2%
\$3,000 - \$3,499	3%
\$3,500 or more	3.5%

Rebate checks for franchise locations will be mailed to each individual franchisee no later than Jan. 31 of the following year.

WARRANTY AND LABOR CLAIMS

1-800-Radiator sells premium products with many that have a lifetime warranty. 1-800-Radiator also has a very competitive labor warranty "up to" 24 months or 24,000 miles. Contact 1-800-Radiator for specific details.

DELIVERY OPTIONS

1-800-Radiator offers multiple levels of delivery service within the United States and the 1-800-Radiator footprint. Hot Shot / On Demand – Contact your local 1-800-Radiator for estimated hot shot delivery time. Routed Delivery – Depending on the # of routes departing daily, many locations have hourly departures. UPS – 1-800 Radiator can ship to any destination in North America, Alaska and Hawaii.

HOW TO PLACE ORDERS

Four easy ways to order:

- Call 1-800-RADIATOR (1-800-723-4286) to be connected to a local 1-800-Radiator & A/C Outlet.
- Sign up for 1-800-Radiator & A/C eCommerce account by sending an email to ecom@1800radiator.com
- Sign up for R.O. Writer account by sending an email to tbc@1800radiator.com
- For escalation of any service issues email tbc@1800radiator.com

RETURNS PROCEDURE

For returns, call 1-800-Radiator and they will assist you.

PAYMENT TERMS

All company owned locations will pay with a P Card at time of transaction.

All franchise stores will pay 1-800Radiator using the following choices:

A. Net 10th Prox. – on Approved Credit

B. Credit Card, Cash, or Check at the time of purchase

CONTACT INFORMATION

Corporate Contact –

- Tim Evans – National Account & Ecommerce Manager
- Email: tevans@1800radiator.com
- Mobile: (417) 299-7661