



J. THAYER  
C O M P A N Y

The better way to business.™

# 100% or \$100 GUARANTEE

Our promise of quality service.



Lowest Price Assurance  
**Guaranteed**



Free Next-day Delivery  
**Guaranteed**



30-Min. Rapid Response  
**Guaranteed**

Trust JTC to guarantee you significant **savings**, **FREE** next-day delivery, and a response time of **30 minutes or less** or we will **PAY YOU \$100!**\*

*"Where Service Makes the Difference"*



[jthayer.com](http://jthayer.com)  866-872-7874

\*See other side for details

# 100% or \$100 GUARANTEE

Our promise of quality service.



## 100% Low Price Assurance or \$100

JTC makes every effort to offer low prices. In the event an authorized delivery dealer offers a lower price than ours, on an identical item in a currently published catalog, within 30 days of purchase, we promise to beat that price or we will pay you \$100.00. This guarantee does not apply to any item which is being sold as: closeout merchandise, one of a kind, a floor sample, damaged or second grade merchandise, ad errors, rebate offers or, a going out of business sale. Merchandise will not qualify for this guarantee if it is bundled with other products, offered as a bonus, offered for free, combined with a money off coupon, refurbished in any way, or offered in limited quantities. The offering dealer must have the identical item currently in stock in order for this guarantee to apply. Furniture, printing, and promotional products are excluded.

## 100% 30-Minute Max Customer Response or \$100

We guarantee that your calls and inquiries to our customer service personnel will be responded to within 30 minutes or less during regular business hours, Monday through Friday 8:00 a.m. to 5:00 p.m. PST, or we will pay you \$100.00. Excludes lunch hour, delays caused by telephone, computer or power outages; weather-related delays or closures; and other circumstances beyond our control.

## 100% Free Next-Day Delivery or \$100

We guarantee your orders will be delivered the next business day or we will pay you \$100.00. The guarantee applies to locations within our delivery area (contact us for next day areas). All orders must be received by 4:30 p.m. PST and confirmed in order to receive them the next business day, excluding holidays. Our business hours are Monday through Friday 8:00 a.m. to 5:00 p.m. PST. Our guarantee is void if delivery is delayed by weather, closures, phone or computer problems, credit hold, account credit evaluation, back orders, or other circumstances beyond our control. Guaranteed next-day delivery only includes items published in our most current catalog and are subject to availability. Furniture, printing, promotional products, custom stamps and/or special orders are excluded. Large furniture orders may include delivery fees and/or assembly charges.

JTC has a high fill rate on items published in the catalog. Unfortunately, we cannot guarantee 100% next-day fill rate due to possible manufacturer/wholesaler backorders and discontinued items.

Our guarantee policies are subject to change without notice. Guarantee claims must be made by phone on the day of or the day following our failure to perform in accordance with the above. Guarantee claims are limited to a maximum of \$100 per month per customer.

"JTC's goal is to be the one point for all your office supplies, furniture, facility, printing, promotional products and break room supplies while providing you with the best customer service you've ever had and ever will have. We welcome your comments and suggestions."

## JOHN THAYER

President and CEO  
J. Thayer Company  
JTHAYER.COM - 866-872-7874



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