

MAYFLOWER SALES COMPANY, INC.

Important Telephone Numbers



Mayflower Sales Company, Inc.
614 Bergen Street
Brooklyn, NY 11238

Visit our catalog website:

www.mfsales.com

Email:

pilgrim@mfsales.com

Business Hours

Monday-Friday
8:00 am - 5:00 pm (EST)

Credit Cards

Visa, Mastercard, Discover and
American Express

Security Industry Organizations

The following organizations deal with facets of the hardware and security industry. You may contact them for additional information or supporting materials.

Associated Locksmiths of America [ALOA]
3003 Live Oak Street, Dallas, TX 75204
214-827-1701 Fax: 214-827-1810
www.aloa.org

American National Standards
Institute [ANSI]
1430 Broadway, New York, NY 10018
212-642-4900 Fax: 212-398-0023
www.ansi.org

When you call us

Our automated phone system will route your call the fastest! If you have a touch tone phone, press 1 for the Lock & Security Department; press 4 for Accounts Receivable and pricing information and press 0 if you need to speak with a particular individual. If you have a rotary phone, please hold and the Operator will assist you.

	Lock and Security Dept			
	1	2	3	
Pricing and Accounts Receivable	4	5	6	
	7	8	9	
	0	Operator		

American Society of Industrial Security [ASIS]
1655 North Fort Myer Drive,
Arlington, VA 22209
703-243-5800 Fax: 703-243-4954
www.asisonline.org

Builders Hardware Manufacturers Association [BHMA]
355 Lexington Avenue, 17th Floor,
New York, NY 10017
212-661-4261 Fax: 212-370-9047
E-mail: assocmgmt@aol.com

Construction Specifications Institute [CSI]
601 Madison Street, Alexandria, VA 22314
800-689-2900 703-684-0300
Fax: 703-684-0465
www.csinet.org

Metro New York:

718-622-8785

Nationwide Toll-Free:

800-221-2052

Fax:

718-789-8346

Door and Hardware Institute [DHI]
14170 Newbrook Drive,
Chantilly, VA 22021
703-222-2010 Fax: 703-222-2410
www.dhi.org

National Fire Protection Association [NFPA]
1 Batterymarch Park, Quincy, MA 02269
800-344-3555 Fax: 617-770-3500
www.nfpa.org

US Department of Justice [DOJ/ADA]
Civil Rights Division
P.O. Box 66118, Washington DC 20035-6118
202-514-0301
www.ada.gov

Sales Policies

Minimum Order
\$25 net

Ordering

We are open Monday through Friday from 8:00 AM - 5:00 PM EST. On request, orders placed before 3:00 PM EST will be shipped the same day. We backorder out of stock items only when requested.

Freight Allowance

Most orders are shipped via UPS. Shipments to locations within the New York metropolitan area (Zone 2) over \$300 will be shipped prepaid. Destinations outside of the New York area but east of the Mississippi over \$500 and west of the Mississippi over \$700 will be shipped prepaid. Upon request, we can ship via UPS Blue/Red or by Federal Express. Charges for these premium services will be added to the invoice. Safes and some other items which may be delivered by truck have no freight allowance.

Terms

Our payment terms are 2% - 10 days, net 30. A 1-1/2% per month late charge is added to balances past due 30 days.

Pricing

Prices are subject to change without notice. Backorders on stock merchandise will be filled at the original price quoted. Price quotes for special order or contract jobs are valid for 30 days unless specified for an additional period.

New Accounts

To establish an open account, please complete and return a credit application. Credit approval normally takes 1 week. To satisfy your immediate needs, we will be pleased to ship your order on a COD basis or charged to your credit card (American Express, VISA, or MasterCard). Our normal freight allowances will apply. However, the COD charges will be added.

Special Orders

We solicit your special orders. Special orders must be prepaid except for those customers with up-to-date open account status. Delivery on special orders is based on normal factory lead time which varies depending on the manufacturer. We endeavor to provide the best delivery time available. No cancellations or returns can be accepted on special order merchandise. If there is a defect or error by a factory, we will accept it for credit or replacement at the manufacturer's option. Special orders may not include prepaid freight.

Safe and Vault Delivery

Mayflower provides free delivery of all safe and vault purchases to its customers in the Metro-New York area including the five boroughs, Nassau, Suffolk, Rockland and Westchester counties, Southern Connecticut and most of New Jersey. Delivery outside our immediate shipping area will be quoted and shipped via common carrier. We also can recommend safe riggers for the delivery and handling of large or heavy vaults. Our delivery schedule is flexible and our truck is specially designed to insure reliable and convenient shipment of virtually any size safe. Be sure to ask for scheduled delivery times to your area when you order your safes from Mayflower.

Returned Goods

Merchandise may be accepted for return if it is accompanied by timely documentation, a Mayflower returned goods authorization number, is in original packaging and condition, and has not been used. You must include either the invoice number or the date of purchase with your return. Electrical items are returnable, subject to inspection and approval. The manufacturer's warranty time limits apply to products returned as defective and will be accepted for return, subject to inspection by the manufacturer or its representative. Special orders, obsolete or discontinued items are not returnable.

Claims

All claims for shortage or hidden damage must be made within 5 days of receipt of goods. While in transit, merchandise is the responsibility of the carrier. If there is a loss or damage to your order, we will assist you in making a claim against the carrier.