



**Midvale Location & Corporate HQ**

631 W Commerce Park Dr  
Midvale, UT 84047  
Phone (801) 561-8300  
Fax (801) 561-8383  
Toll Free (800) 999-5778

**Logan Location**

642 N 1000 W Unit #104  
Logan, UT 84321  
Phone (435) 774-1200  
Fax (435) 774-1210  
Toll Free (866) 774-1201

**Ogden Location**

1410 Gibson Avenue  
Ogden, UT 84404  
Phone (801) 621-6426  
Fax (801) 621-0456  
Toll Free (800) 234-3857

**Orem Location**

1021 N 1430 W  
Orem, UT 84057  
Phone (801) 225-7742  
Fax (801) 225-7948  
Toll Free (800) 333-3962

# Employee Policy Manual

## Policies and Procedures of Allred's Inc.



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# Delivery Policy & Schedule

To allow adequate time to double check for accuracy and safety of delivered orders, and to control delivery costs through the scheduling of time and fuel efficient payloads, Allred's local free daily delivery policy will be to accept weekday delivery orders before 12:00 noon, for same day delivery during the afternoon. Delivery orders received after 12:00 pm, will be pulled, staged, double checked same day as received, for delivery during morning hours of the following business week day. Long distance, weekly free delivery orders will be accepted until 12:00 pm the last business week day before the scheduled delivery. **Please note that Allred's Inc. reserves the right to change delivery schedules, boundaries, times, parameters and delivery options at any time.**

## Logan Store (Meet Crane for rooftop units, or other, as scheduled and able on 48 hour request)

Daily weekly delivery routes and branch transfers are established as follows:

Daily Deliveries	Long Distance	Branch Transfers
Counties: Cache, Box Elder, Weber, Rich	Franklin County, ID	Monday, Wednesday and Thursday

### Need Your Logan Delivery Status?

Call 435.774.1200  
or 866.774.1201

## Midvale Store (Meet Crane for rooftop units, or other, as scheduled and able on 48 hour request)

Daily weekly delivery routes and branch transfers are established as follows:

Daily Deliveries	Long Distance	Branch Transfers
Salt Lake Valley Bountiful Tooele	Park City on Tuesday and Thursday afternoons	Tuesday through Friday, departs Midvale for Orem at 7:30 am, departs Midvale for Ogden at 11:00 am

### Need Your Midvale Delivery Status?

Call 801.597.8253,  
801.597.3938  
or 800.999.5778

## Ogden Store (Meet Crane for rooftop units, or other, as scheduled and able on 48 hour request)

Daily weekly delivery routes are established as follows:

Daily Deliveries	Long Distance (as follows)	
Weber County, including Layton and Kaysville	Monday Wednesday Thursday	Brigham City, Tremonton, Logan Brigham City, Tremonton, Logan Evanston (WY), Rock Springs (WY), Brigham City, Tremonton, Logan

### Need Your Ogden Delivery Status?

Call 801.682.6105  
or 800.234.3857

## Orem Store (Meet Crane for rooftop units, or other, as scheduled and able on 48 hour request)

Daily weekly delivery routes are established as follows:

Daily Deliveries	Long Distance (as follows)	
Utah County	Monday Tuesday Wednesday Thursday	Price Nephi, Delta Fairview, Richfield Heber, Vernal

### Need Your Orem Delivery Status?

Call 801.592.3420  
or 800.333.3962

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# Business Dress & Personal Appearance Policy

You are expected to dress and groom yourself in accordance with conservative social, business, and safety standards, particularly when your job involves dealing with visitors or customers in person. As directed by Allred's President, each branch and department manager is responsible for contributing toward, and implementing reasonable dress and appearance requirements appropriate for the each position.

At minimum dress standards include company provided logo shirts for inside sales, warehouse, delivery and transfer staff. No other shirts are authorized. In addition, company logo jackets or sweatshirts are provided during colder weather, for those whose work stations include warehouse or outside work. No other jackets, etc, are authorized. Clean, full length denim pants or slacks, in good repair and conservative style are acceptable.

Other less protective clothing, such as shorts, dresses, skirts, athletic style T-shirts, jerseys, warm-up pants, etc. are not acceptable at any time. Logo style apparel other than Allred's Inc. logo, or logos of products distributed by Allred's are not acceptable. Extreme style attire, such as baggy pants, garish colors, or revealing styles are not appropriate. Clothing with non-business messages, graphics, slogans, etc, are prohibited. Clothing must be clean and in good repair. Holes, gross wear patterns, are inappropriate. Extreme styles of hair, beards, moustaches, or exposed tattoos are also prohibited. If you have any questions, please feel free to talk to your manager.

Office staff may choose between company logo shirts, or casual business business styles of shirts, slacks, skirts, or dresses. Name tags will be provided and required for all staff members.

Only full coverage foot ware is approved. Sandals are not approved. Extreme styles of boots, heels, colors, etc, are not approved. Shirts are to be tucked in, accompanied by belts, suspenders, and/or back supports when worn as designed and intended. Caps are optional, and are to be worn as designed, i.e. forward, not sideways or backwards.

Traditional jewelry, worn conservatively as designed and intended is allowed. Except for traditional ear rings, piercing and face, nose, eyebrow, lip, tongue, etc, etc, jewelry is not.

Branch and department managers have the authority to determine appropriate dress and grooming under these general descriptions. If your manager feels your attire or grooming is out of place, you will be advised what corrections are needed, and you will be required to leave the workplace until you comply. You will not be paid for the time you are away from work for this purpose. Repeat violations of this policy will lead to reprimands and discipline which may include warnings, suspension, or dismissal.

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# Price Review & Management Policy

It is Allred's intent to implement pricing policies and practices that strike a fair balance of value between local market pricing for like goods, quantities, services, terms, etc. and that cover our cost of doing business, and provide a reasonable return for our efforts and investments.

To that end our most recent list pricing and terms policies are current as shown in the product catalog portion of our website [www.allreds.net](http://www.allreds.net). Wholesale discount pricing and terms may be viewed by qualified customers having established a wholesale account and having received a catalog log-in from Allred's Marketing Department.

A review of pricing policies and practices may be requested by customers or staff members via a written request submitted either to sales manager; (Doug Lukins), purchasing manager; (Dave Carson), or pricing manager; (Bob Allred). Requests should contain details of customer(s) or items(s) to be reviewed, as well as suggested change(s), and supporting reasons for same.

The review request may range from one or two items for one or two customers, up to many products for many customers. Reviews will be better received and more likely to be conducted in relation to the degree that specific suggestions regarding "what product(s)? sold to whom? and amount of change requested" are provided. Requests that include comparable recent pricing from competitors will receive priority.

The review process will include an analysis of our current and replacement inventory, expected increases in same, amount of inventory on hand, lead time for replacement, turns of inventory, profitability of past sales, and expected impact on volume of sales if adjustments are made. Adjustments requested for individual or small numbers customers will also include a review of their accounts receivable status.

Results of reviews will range from no adjustments being made, to individual contract pricing for small numbers of products and/or customers, to overall adjustments in matrix pricing for wide ranges of products and/or customers. Adjustments may be time or quantity limited, or permanent, as specified.

Overall, pricing is a complex process. Our intent, stated above, can best be accomplished by careful review and management of the many variables mentioned above. There is not much chance of success to be had from shortcutting this process.

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# Exchange & Return Policy

Allred's will accept and process exchange and return of merchandise items in compliance with the following conditions:

- Electrical controls and components will NOT be accepted for exchange or return.
- Items that have been installed will NOT be accepted for exchange or return.
- Special order items are NOT returnable without written authorization from original vendor, and will be subject to all return fees and return shipping costs, as verified by final issue of credit from vendor to Allred's.
- All items returned for exchange and return MUST be accompanied by a customer provided original Allred's pick ticket or invoice, no more than 30 days old.
- All items returned for exchange or return MUST be in clean, like new condition, in original packaging, and complete with all original installation & operating instructions, warranty information, and all other original documents.

EXCHANGE for "in-store credit to account" of items meeting above conditions, will be accepted from customers holding an Allred's credit or C.O.D. account in good standing. There will be no restocking charge incurred to customers who accept in-store credit to account for their exchange.

Returns of items meeting above conditions, returned for REFUND by all customers with or without an established Allred's account, will be subject to a 10% re-stocking charge. Refund payments will be made in the same manner as the original purchase was paid for. Refunds of cash in amounts exceeding Allred's cash box reserve, will be made by an accounts payable check at the time of the next Allred's accounts payable check run.

Allred's Exchange and Return Policy will be administered by Allred's Store Managers.



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# Solicitations & Distribution Policy

Solicitation by anyone for any cause not directly related to our regular business, on company property, at any time, is not permitted.

Distribution of non-company materials is prohibited on company property by anyone at any time.

Persons not employed by Allred's are prohibited from soliciting or distributing materials on Company property for any purpose at any time.

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# Special Order Policy & Procedure

When special ordering products through Allred's Inc., customers must agree to the terms and conditions as listed on the pick ticket that the products are ordered on; and the pick ticket becomes a binding P.O. between the customer, Allred's Inc. and the manufacturer. Customer must also agree to these terms:

1. All special orders will be pre-paid, unless other arrangements are approved.
2. Special orders are F.O.B. the factory - freight and insurance costs will be added to customer's account.
3. Special orders are non-cancelable and non-returnable without an approved manufacturer's written return authorization received in advance by Allred's.
4. Customers will be charged all freight, restocking and handling charges incurred as part of special order return authorization.
5. Customers are responsible for freight damage and loss claims for shipments made direct to their facility, shop, job site, etc.
6. Special orders delayed for reasons beyond Allred's control are non-cancelable and non-refundable without manufacturers co-operation.



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# Store Hours & Holiday Hours Policy

Standard hours of operation for all Allred's stores is as follows:

- Weekdays - 8:00 am through 5:00 pm
- Saturdays - 8:00 am through 12:00 pm

Store managers may decide to implement "Summer Hours" that provide for opening at 7:00 am as customer's prefer during spring and summer seasons.

Saturday schedules will provide reduced customer services, i.e. order entry and processing for will call AND phone-in customer service, but will not include receiving, delivery, purchasing, or account management services.

Holiday work schedules for paid holidays, with the exception of Thanksgiving Day, and Christmas Day, will provide that all Allred's stores will be open for limited customer service, as per Saturdays, on all other holidays.

Store managers are responsible to split the staff such that the remaining paid time off holidays, President's day, Memorial Day, 4th of July, 24th of July, etc, etc, are covered by providing alternate paid time off schedules. That is, some may take the holiday on a Friday, some on a Monday, or some other day at manager's direction.

This policy is to be administered by Store managers.

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# Store Manager Job Description

In their respective locations, Allred's Store Managers are primarily responsible for the safety, security, integrity, accuracy and efficiency of all company assets, personnel, and practices.

1. Store Managers are charged with providing and managing the safety and security of company facilities; land and buildings, to be maintained in clean condition and good repair.
2. They also bear primary responsibility for the security safe, clean and reliable condition of portable company assets & property; including furnishings, tools, trucks, and inventory, etc.
3. Store Managers are responsible for the integrity & accuracy of company inventories and store operating policies, including safety requirements, sales processes, accurate receiving, inventory cycle counts, order entry, transfers, shipments, will call sales, and the accurate and timely processing of related documents and proceeds; pick-tickets, invoices, credits, confirmations, cash box, checks, deposits, open order review and processing, etc.
4. Store Managers are responsible for the maintenance of good faith relationships with our customers, and the insurance that they are provided with the full breadth of product and service programs that are provided for them, in a timely and accurate fashion.
5. To help, Store Managers are authorized, under budget allowances, to recruit train, and schedule the working assistance of store staff, including assistant manager, warehouse, inventory, delivery, and other such positions and functions as may be required and approved by company officers from time to time.
6. To guide and assist Store Managers in carrying out these primary responsibilities, a body of individual policies are written and published on [www.allreds.net/policies](http://www.allreds.net/policies) where they are readily available for review, printing, and posting, by any and all staff members, for guidance and compliance in all issues and activities of store operation and management.

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# Substance Abuse Policy

Allred's is committed to providing employees, customers, and the public with a safe workplace and safe business operations. This includes all authorized business activities conducted within our facilities, as well as employee's authorized activities among the public while on company business. Our employees, customers, and the general public, should not be subject to any safety risk arising from any our employee's condition or actions.

Therefore you are expected to be in suitable mental and physical condition while at work, allowing you to perform your job effectively and safely.

Whenever use or abuse of any mood altering substance (such as alcohol or other drugs) interferes with a safe workplace, disciplinary action will be taken. Employees are expected to report to the workplace free of mood or behavior altering substances, and to submit to substance testing when directed by a supervisor.

Disciplinary actions for substance abuse are as follows:

- **1st Offense:** One week suspension with no pay, possible termination upon Officer review, drug screen.
- **2nd Offense:** Two week suspension with no pay, possible termination upon Officer review, drug screen.
- **3rd Offense:** Termination upon Officer review.

All Substance Abuse disciplinary actions will require the employee to provide and pay for out of his/her own pocket a 5 panel drug screen at the employers discretion.

Possession, sale or use of mood altering substances at the workplace, refusal to submit to testing, or coming to work under the influence of such as indicated by test results or other means, shall be a violation of safe work practices and will be subject to disciplinary action, including possible dismissal.



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# Tech Services Policy

As of April 1, 2013, there will be a \$35.00/hr. charge for tech services and related work performed by our staff. While we are willing to help our customers with their technology-related requests, this is not our normal, day-to-day business. As such, the availability of our staff to perform these services will also be limited. There is absolutely no guarantee or warranty for the work performed by our staff for these services. The customer assumes all responsibility and liability for damage, theft or other losses incurred as a result of work performed by our staff.

The tech services charge will be applied for (but not limited to) the following:

- Website & Graphic Design (ie: logo creation, business cards, business documents, etc.)
- Computer Repair Services (ie: cleaning, virus & spyware removal, hardware/software installation, etc.)
- Computer Building Services (ie: new computer builds, computer assembly, etc.)
- Purchases Made for Customers by Our Tech Services Staff for Non-HVAC Related Items
  - In situations where a customer asks our tech services department to make a purchase for them, such as for computer parts, software, tools, or other items not directly related to HVAC, the tech services charge will apply.
- Cell Phone Support (ie: repair, troubleshooting, maintenance, etc.)
- Other Device Related Support: (ie: tablets, laptops, music players, media players, televisions, etc.)

The list above represents only a portion of the services that could be performed by our staff. In general, Allred's recommends that customers first seek licensed companies and professionals to perform these types of services before consulting with our staff. If you have questions or would like to discuss this policy further, please contact a member of our staff.



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# Terms of Sale

## How to Do Business With Us

**Credit Privileges:**

Allred's Inc. is a wholesale only distributor serving licensed contractors, service businesses and industrial or governmental entities who have established wholesale accounts. We appreciate the customers we serve who recognize the value of credit and respect it by paying their bills when due. To them, we know that a firm credit policy is helpful in minimizing unfair competition. We welcome new accounts and will extend regular credit terms to them upon verification of reliability through personal and trade references.

A credit application is available from any of our stores or online at [www.allreds.net](http://www.allreds.net). A properly completed application, signed by the owner(s) or officers of your company, including all applicable license information and returned to Allred's Midvale office, will initiate a prompt credit review and response. While credit references are verified, new customers may purchase under Allred's cash purchase options without the need for credit references.

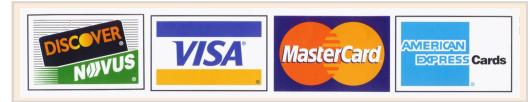
**Terms of Sale:**

- Regular Terms of Sale - Early Pay Discount 2% 10th Prox, Net End of Month, Past Due After.

**Payment Options:**

We currently accept the following payment options:

- Cash or Check (with proper authorization & approval)
- Discover, Visa, Mastercard or American Express (credit or debit option)
- We also set up job accounts and joint check agreement job accounts. Contact our credit department for more information.



**Invoicing and Monthly Statements:**

Invoices are processed and mailed (or e-mailed through the optional **E-Documents** service) weekly. We normally close our books around the 28th of each month; purchases through that date will be included. Statements of accumulated purchases and credits are mailed (or e-mailed through the optional **E-Documents** service) on or before the last day of the month.

Each individual invoice will show terms of sale and discount to be earned if paid according to terms. The monthly statement will show a total accumulated discount for all invoices included on that statement. Discounts are earned only when payments are made by the 10th of the month following purchase. To allow for occasional slow mail service, payments which are postmarked by the 10th of the month and received in our offices by the 15th of the month will be considered for discount. Payments received in our office after the 15th of the month will be charged back to the account as unearned and show as short paid and will remain on the account until paid.

Invoices become past due if not paid by the end of the month following purchase. If still unpaid by the 10th day of the second month following purchase, sales can be made only through the Cash Purchase Option (CPO) or credit card options until the account is brought current.

**Interest Charges:**

Our statement for the month following most recent purchases will show an interest charge of 1.5% per month (18% annually) on any past due amounts. Payments will be applied first to the interest and then the oldest amount owing, so as to keep the account as nearly current as possible.

Example: July purchases ➡ Due with applicable early pay discount ➡ Aug. 10th  
 Due payable net, end of month; past due after ➡ Aug. 30th  
 Account past due, CPO option in effect ➡ Sept. 10th

Interest on past due calculated from Sept. 1st, will be added to the Sept. 30th statement.

We recognize that occasionally an amount may become past due for an unavoidable reason. If this should occur, please call our credit department to advise and discuss. Special terms may be considered.

We hope these frank and objective statements of our credit policies illustrate our sincere interest in providing our customers the best financial services that we are able, and that they will appreciate the necessity of adhering to the stated terms of sale for the business they favor us with.

**Midvale Location & Corporate HQ**

631 W Commerce Park Dr  
Midvale, UT 84047  
Phone (801) 561-8300  
Fax (801) 561-8383  
Toll Free (800) 999-5778

**Logan Location**

642 N 1000 W Unit #104  
Logan, UT 84321  
Phone (435) 774-1200  
Fax (435) 774-1210  
Toll Free (866) 774-1201

**Ogden Location**

1410 Gibson Avenue  
Ogden, UT 84404  
Phone (801) 621-6426  
Fax (801) 621-0456  
Toll Free (800) 234-3857

**Orem Location**

1021 N 1430 W  
Orem, UT 84057  
Phone (801) 225-7742  
Fax (801) 225-7948  
Toll Free (800) 333-3962

# Traffic Violations Policy

If you are authorized to operate a Company vehicle in the course of your assigned work, or if you operate your own vehicle in performing your job, you are admonished and expected to obey all traffic regulations and to operate the vehicle in a safe and courteous manner at all times. You will be considered completely responsible for any accidents, fines or traffic violations incurred. If an accident occurs, notify the police immediately, as well as your manager. Cooperate with the investigating officer, and provide insurance information from the insurance I.D. card carried in each Company vehicle. No further statements regarding the cause or fault of the accident should be made.

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# Warranty Policy

Allred's Inc. will NOT issue credit on returned warranty parts until credit is issued from the manufacturer. No exceptions. Because manufacturers are occasionally changing warranty policies, the terms listed herein may be subject to change at any time. Please contact one of our locations to verify and confirm your part or equipment to ensure that it is under warranty.