

SUPPLIER OVERVIEW

- Facilities MRO & Industrial Supplies, NASPO (Global)
- Master Agreement: # MA 758 PUNC2500000416
- Pricing: 10% off Global web price, plus additional discounts based on volume purchases
- Net 30 Payment Terms or Credit Card
- Free freight on small parcel orders
- Dedicated Public Sector Account Manager
- Order through eMARS or Global Industrial's website
- *Global Equipment Company Inc. dba Global Industrial in eMars*



END USER SUPPORT

ACCOUNT INFORMATION

Your Global Industrial
Account Number*:

XXXXXX (Contact your Global account manager for account setup)

Web address:

<https://www.globalindustrial.com>

CUSTOMER SUPPORT

Our Customer Service team is here to help. You can connect immediately with a Customer Service Representative, Monday–Friday 8 AM to 7 PM EST (ET) toll-free at 1.888.978.7759.

For more information, please visit our customer support page at: <https://www.globalindustrial.com/contactUs>

SALES CONTACTS

Lushan James, Kentucky State Agency Account Manager
Ljames@globalindustrial.com
(678) 969-6762

Rob Cockrum, Public Sector Business Development Manager
RCockrum@globalindustrial.com
(317) 513-2641

ORDER METHODS

Global Industrial is enabled on eMARS. All approved contract products, pricing, and inventory are available through your punchout.

For access to KY approved pricing through Global Industrial's website please contact your Global Account Manager or naspo@globalindustrial.com to establish a user specific login.

END USER SUPPORT

RETURN PROCESS

(RETURNS PROCESSED BY PHONE)

- Step 1:** Call 1.888.978.7759 to reach the Global Industrial Customer Service team and provide your name, invoice number, and Global Industrial product/SKU number and/ or the manufacturer's part number of the product being returned and credited.
- Step 2:** Provide a brief description of the reason for the return/credit (i.e. ordered in error, damaged/defective, etc.) Global Industrial Customer Service will then email you everything needed to get your return started.
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INVOICING

1. Once an item is shipped, an invoice is generated for the amount due if not paying by credit card
 2. When applicable, charges for shipping and handling will be shown on Global Industrial's invoice(s) separately.
 3. Payment method(s) will be determined during initial account setup
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OTHER

For special projects, white glove services, or volume-based discounts, please reach out to your Global account manager. They can help identify the right products and ensure you receive the most competitive pricing available.