

Intercounty Appliance Corp Policies

Auto-Voids:

- **Fully Committed Orders After 60 Days:** All fully committed orders will auto void 60 days after the last piece has allocated. Auto Void will occur regardless of delivery date, finance type, or finance transitions. You can see your Auto Void date on the open order report in the indicated column, plus you will be notified via email 14 days prior to Auto Void.
- Unallocated units will result in a 14-day deadline after the last unit as reallocated. Requests to move product from a fully committed order will result in cancellation of the line.
- **Finance 3 after 120 Days:** All Finance 3 orders will auto voids after 120 days of being open. These orders must be moved to another finance type to avoid cancellation prior to the auto void date. You can see your Auto Void date on the open order report in the indicated column, and you will be notified via email 14 days prior to Auto Void.

GE Open Order Auto Voids:

GE is requiring all purchases of products tied to Instant Rebates ship within 60 days. We will be sending Auto Void notifications for all orders that must invoice or cancellation of that model will occur. Please contact [Jessica Dzenkowski](#) with any questions.

Re-Allocation of Product:

Requests to re-allocate product from one order to another will only be honored if the original order date is less than 3 months old and partially filled.

- If the order date is more than 3 months old, product can be re-allocated, but will be deleted from the original order.
- If the order is fully committed (regardless of order date) product can be re-allocated, but will be deleted from the original order.

Borrowing Merchandise:

Requests to borrow merchandise must be submitted via the Borrow Portal located in the dealer portal. Requests will be answered in the order they are received.

- Member Services may reallocate merchandise from undated orders if product is due to be replenished within 14 days. Dealer will be notified via email that the unit was removed and ETA for replacement will be provided.
- The reallocation rules above will apply to any request received through the borrow portal in which you select to have product moved from an existing order.
- Any merchandise that you request to borrow must ship on your next truck or is subject to reallocation without notice.

Bulk Orders:

- Undated Bulk Orders (quantities of 5 or more-either single orders or multiple orders of smaller quantities) are subject to re-allocation without notice if additional product is scheduled to arrive at Intercountry within 14 days to replenish your order.
- Bulk Orders need to be communicated to Member Services in advance and failure to do so will result in un-allocation of your order. It is always good practice to give advance notice of large orders so we can work with the vendor to ensure you have the product you need, when you need it without depleting all available stock for our other members.

Builder Orders:

All builder orders should be communicated to Member Services prior to order placement. They should be housed on your IAC Builder Account only and you will be required to work with the IAC team for credit, order and PO Placement. IAC will require a schedule for delivery of units at time of placement. Builder Orders should remain on Finance 3 until ready to be schedule, then moved to Finance 1.

Builder orders auto void on the following schedule:

- Finance 3: Auto Void after 6 months
- Finance 1 and 2: Auto Void after 60 days of being fully committed

Reach out to John Graff for more information regarding Builder orders and accounts.

Show Orders:

- Show orders follow the same auto void policies as traditional orders.
- Credits are issued prior to the next show and every month thereafter.

Direct Ship Orders:

- All Direct Ship orders will default to deck pricing. If you are receiving any special vendor pricing you MUST email member services. Be sure to include your order # and include your bid/quote from the vendor indicating the reason for vendor pricing. We will then make the adjustment and confirm with you. Please make sure All Bids/Quotes submitted to member services are signed by both the vendor and dealer to avoid a delay in processing.
- Dealers will be billed immediately upon receipt of invoice from vendor.

Financed Orders:

The most current rates can be found on our website: www.intercountyappliance.com.

- All finance order requests must be requested via email to MemberServices@intercountyappliance.com a minimum of 24 hours prior to your delivery.
- Approval is only valid for 30 days therefore all requests for financing must be for orders scheduled to ship within 30 days of approval date.
- Orders that have been partially invoiced are NOT eligible for financing.
- Once financing has been approved, no changes are permitted to the order. Financed orders are non-cancellable unless superseded by the existing Order Management Policies.
- Completed orders with multiple brands can be submitted for approval. It is no longer necessary to split orders by brand (excluding RAC orders, which must be separated by brand). It is required that you separate seasonal items from your standard appliances.

Auto Transfer for NJ Warehouse Members:

Auto transfers will generate if the order placed from the NJ warehouse is dated within the next 7 days, the product is not available in NJ, not scheduled to arrive in NJ within that timeframe, and has available quantity in NY. Auto Transfers will generate for orders previously placed, but it is not automatic, there needs to be an update to the order, such as a change to the delivery date.

- The cut-off for next-day transfers is 9:30 AM with no exceptions, and there will be no same-day transfers available. ***Note: For trailers that are loaded the day prior to the delivery date, the next day transfer option is not available.***
- The Transfer Schedule is as follows:
 - Tuesday Ship – Wednesday/Thursday Delivery
 - Wednesday Ship – Thursday/Friday Delivery
 - Thursday Ship – Friday/Saturday Delivery
 - Sunday Ship – Monday/Tuesday Delivery
- Any order that generates a transfer will be non-cancellable.
- Bulk Orders (quantities of 5 or more-either single orders or multiple orders of smaller quantities) will be reviewed for transfer.
- Orders will not be converted, inventory allocated will not be transferred. It must be pulled from the warehouse where it is allocated.

Mandatory Shipments Models:

Intercountry is requiring mandatory shipments on select constrained models. This model list is subject to change based on available inventory and will be communicated to you when updated. All models listed with memo code “I” on Retail Deck are Mandatory Ship models, as well as closeout/buy in opportunities. All committed goods on these models will need to be shipped within 14 days, regardless of the fully committed status of the order. This is system generated and there will be NO EXCEPTIONS.

Non-Cancelable & Non-Returnable Brands:

Intercounty has always designated select brands and products as non-stocking, non-cancellable, and non-returnable. In efforts to better assist dealers in identifying these items we will be marking these models with an “X” memo code and adding a disposition of “S” to the sales order. The line item on the sales order will also appear in a different color as seen below.

Brand	Item ID	Item Desc	Memo Code	Unit Quantity	Qty Allocated	Qty Invoiced	Disposition
VIKING	VGR74826G55LP	48" 55 6 BURNER/GRIDDLE LP	X	1	0	0	S

Effective July 30 2025, once the product has been allocated you will receive a notification advising that you have 14 days to invoice, at which time it will be flagged for Prepaid/Moreland. Noncancelable items should be placed on separate sales orders, as the entire sales order will be marked prepaid after 14 days.

Pre-Paid Orders (formally Moreland):

Pre-Paid orders must ship within 175 days of the pre-paid date. Failure to ship will result in Intercountry shipping on your behalf. For a complete overview of our prepaid order policies please visit www.intercountyappliance.com.

Returns:

- Please note all good or damaged stock sold over 120 days from the ship date requires a vendor RA. Please see all provisions for returns on our website www.intercountyappliance.com under the "IAC/Vendor Return Policies & Procedures" tab.
- Good Stock Returns will incur a \$10 Fee for all units over \$100.