

ADDITIONAL CONTRACT INFORMATION



This is a non-exclusive contract, and shall not in any way preclude agencies from entering into similar agreements and/or arrangements with other vendors or from acquiring similar, equal or like goods and/or services for other entities or sources.

If this catalog contract does not satisfy your MRO supply needs, then you must follow established purchasing procedures to obtain alternative products. Permission to bypass this contract is not required.

Minimum Order Quantity: NONE

Ordering: This contract will be a single line catalog contract to promote ease of use. Orders are accepted via telephone or fax between the hours of 7:00 a.m. – 6:00 p.m., Monday through Friday (except holidays), and on-line orders are accepted 24 hours a day, 365 days a year. On-line ordering must be an approved method of purchase by your department. Refer to your internal purchasing guidelines

Delivery Terms: In-stock items to be shipped same day of order for next day delivery. Orders received by Grainger before 5:00 p.m. will be delivered the following day by 5:00 p.m. Non-stock items to be delivered within ten (10) working days of receipt of order.

Grainger has a guarantee of 95% in-stock delivery, and does not charge restocking fees. Product returns of resalable items are permitted within one year of the purchase date. Products returned because of quality problems, duplicate shipments, outdated products, etc. shall be picked up by Grainger, at no additional cost to the state, within five (5) business days of notification.

Technical Support telephone numbers:

Product assistance: 1-800-487-3279 (after dial tone, dial 55400) or contact your Grainger local branch office.

Training is available through Grainger or the Office of State Purchasing. Contact either your local Grainger branch office or Lisa Sanchez, State Purchasing Officer at (225) 342-8035 or via email to: Robert.Haynes@La.gov.

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