

SERVICE EXCELLENCE GUARANTEES



Anyone can **promise** excellence.

We're **serious** about delivering it.

We're so committed to **service excellence** that we **guarantee** our performance... and we put our **money** where our mouth is.



In Stock.
On Time.
Done Right.

SERVICE EXCELLENCE, GUARANTEED

If we don't perform as promised, we'll issue your company a \$20 Service Excellence Guarantee Certificate.

"In Stock 500" Fill-Rate Guarantee



We guarantee 100% order fill rates for our top 500 electrical supply products and top 150 lighting showroom products. In stock—never back ordered—that's what you'll find at Springfield Electric.

"Bullet Service" Will-Call Guarantee



We guarantee that your rush order will be ready when you get here. All will-call orders requesting "bullet service" will be accurately filled and ready to be picked up at your Springfield Electric Supply counter in 20 minutes.

"Done Right" Order Accuracy Guarantee



We guarantee that your order will be done right. That's 100% order accuracy. The items and quantities that appear on your order ticket will be exactly what you receive.

"48 Hour Stock Credit" Return Guarantee



Once we receive your returned "stock" material into our warehouse, we'll post a credit to your account within 48 hours. Returned inventory must be in re-saleable condition. Job cleanup, non-stock material, customer repairs & material sent back to the vendor for testing does not qualify.

Bloomington
902 Four Seasons
(309) 663-5331

Carbondale
215 Industrial Park Rd
(618) 457-7570

Champaign
901 North Mattis
(217) 351-7600

Danville
104 North Jackson
(217) 442-5282

Davenport, IA
5550 Carey Ave
(563) 445-4241

Decatur
3575 N. Woodford
(217)875-2000

East Peoria
225 West Washington
(309) 694-2000

Hannibal, MO
1303 New London Gravel
(573) 221-0990

Keokuk, IA
1301 Johnson Street
(319) 524-9901

Mattoon
1500 Old State Rd
(217) 235-5671

Moline
2601 5th Avenue
(309) 797-3361

Mt. Vernon
11 Fountain Place
(618) 242-6331

Peru
2841 May Rd
(815) 223-2650

Quincy
225 S. 10th Rd
(217) 222-0113

Rockford
737 North Madison
(815) 968-5781

Springfield
700 North Ninth St.
(217) 788-2100

Visit us online at:
www.springfieldelectric.com