



UNION SUPPLY DIRECT

RESIDENTS OF TENNESSEE CORRECTIONAL INSTITUTIONS:

The items in this catalog have been approved by the State of Tennessee Department of Corrections. The prices listed in this catalog are good for 12 months beginning May 1, 2009 -April 30, 2010.

IMPORTANT TENNESSEE PACKAGE REGULATIONS:

Items must fit into one box with maximum dimensions of 2 x 2 x 1.5 feet. RCA Televisions and fans are shipped in a separate box. Union Supply Direct assumes the responsibility to remove items at our discretion if they will not fit into one box.

FOUR CONVENIENT WAYS TO ORDER:

1. Order online at www.tninnmalepackage.com

*****Fastest and Easiest*****

2. Fax us your Order Form toll free at 888-401-5085

3. Order your package by phone toll free at 866-402-0644

4. Mail your order to us at:

Union Supply Direct
Dept. 400, P.O. Box 309
Groveport, OH 43125



Convenient Customer Service Hours:

M-F 9:00 a.m. – 11:00 p.m. EST

Sat. 10:00 a.m. – 4:00 p.m. EST

PRODUCT:

All items must have the item number, quantity, description and price clearly on your order. We do our best to have all products in stock and available for purchase. In the event that product ordered is discontinued, out of stock, or restricted by the facility, we will substitute with a similar item of equal or greater value.

If you do not want us to substitute items, please choose "No" to substitutions on the back of your order form. In the situation that your order does not fit into one box, the product will not be shipped and a refund will be issued to the purchaser. The information in this catalog has been described and shown as accurately as possible. Manufacturers make changes to products and products sometimes become discontinued once a catalog is printed.

PAYMENT METHODS:

Union Supply Direct accepts the following forms of payment: MasterCard, Visa, Discover, money order, institution check or personal check. Full payment must be made prior to an order being processed.

SHIPPING & HANDLING:

FREE shipping and handling on all orders.

SHIPPING AND HANDLING CHARGES ARE NON-REFUNDABLE.

ORDER INQUIRIES:

To inquire about an order contact us at:

Union Supply Direct

Attn: Customer Service
Dept. 400, P.O. Box 309
Groveport, OH 43125
Toll Free: 866-402-0644

customerservice@unionsupply.com

RETURNS:

Please contact our Customer Service Department for assistance with any order returns at:

Union Supply Direct

Attention: Inmate Returns Dept 400
6300 Commerce Center Drive, Building A
Groveport, OH, 43125
Toll Free: 866-402-0644
customerservice@unionsupply.com

Used, abused or damaged items cannot be returned, exchanged or damaged items cannot be returned, exchanged or refunded.

Please check all of your items upon receipt. If any of these items are found to be defective or damaged in shipping, please notify your Property Room Department officer to arrange a return or exchange. All products must come back to us directly from the facility. For security purposes, we cannot accept any product that has left the facility. You must return these goods within 30 days.

All original boxes and packing material are required on any returned goods. These goods will be repaired or replaced at no cost to you. All exchanges must be done within 30 days of purchase. Union Supply Direct is not responsible for refused items. Please ensure that the items you order are approved at your facility.

RCA TELEVISION RETURNS:

The RCA 13" Clear Digital TV has a warranty of 90 days that includes parts and labor with a one year warranty on the picture tube. Defective televisions returned to Union Supply Company within the 90 days of purchase will be replaced with a new one. Defective televisions returned after the 90 days, but within the 1 month period will be replaced for a fee of \$70. All televisions that are returned must include a copy of the original sales receipt and a letter explaining the claim for defect. A check payment of \$70 payable to Union Supply Company should also be included, if within the 3 to 12 month warranty period. Due to manufacturer's return policies, Union Supply cannot replace any engraved television sets. The engraved sets must be shipped by you to the authorized manufacturer's service center for repairs.

WARRANTY INFORMATION:

All items are covered by the manufacturer's warranties as stated on or inside the products you have purchased. Please refer to this detail in regards to your purchase. Please send your product directly to the manufacturer for warranty service. Some addresses have been listed below for your convenience.

Clear Inventions / Clear Tunes

2914 Leonis Blvd.
Vernon, CA 90220

Koss Corporation

4129 N. Port Washington Avenue
Milwaukee, WI 53212-1029
1-800-USA-KOSS

Sangean

America Inc.
Service Department
2651 Troy Avenue
South El Monte, CA 91733

Smith Corona Corp.

842 Bennire Road
P.O. Box 2090
Cortland, NY 13045-0980
1-800-448-1018

Sony Direct Response

12451 Gateway Boulevard
Fort Myers, FL 33913

Timex

Hot Line Watch Service
1-800-448-4639