



HELP / FREQUENTLY ASKED QUESTIONS

General Help	Where can I provide comments or feedback on specific parts or the site itself?	We welcome your feedback! Please email us at chillerparts@jci.com (Chiller Parts Store) or cg-baltimore-bpc@jci.com (Frick Store) with comments, questions, or suggestions. Of course, you can always call customer service as well.
General Help	If I have technical issues with the site, who do I contact?	Please contact our Business Support Group at 844-319-0726 or email them at Support@HVACNavigator.com
General Help	On the Product Detail Page, the price that I see, is it net price or list price?	On the website, we display your net price. (MLP less your discount)
General Help	Who do I contact if I need help?	If you need help using the website or have questions, comments or suggestions, please call customer service or send us an email.
General Help	How do I get back to the homepage?	Click on either logo in the header to get back to the homepage. Alternatively, you may click Home in the breadcrumb to return to the homepage. If you are on the shopping cart page, clicking the Continue Shopping button will also return you to the homepage.
New Order	I am tax exempt. Why are there estimated taxes on my order?	Taxes are estimated for the sole purpose of authorizing a credit card for an amount high enough to cover your actual charges at the time of shipment/settlement. Actual taxes will not be assessed until your order is shipped. At that time, if you are tax exempt you will not be charged taxes. Any excess amount that was authorized will be released back to your card once the order is settled.
New Order	How do I reorder a previously placed order?	Go to My Accounts > My Orders, find the order you want and click the reorder button. The shopping cart page will open with the same items and quantities as the prior order.



New Order	My billing address is incorrect. How do I change it?	To change your billing address you must contact customer service.
New Order	I am trying to checkout and the billing address field is empty. How do I enter my billing address?	Click the address book button. If the correct billing address is listed, select it and proceed. If not, you must contact customer service.
New Order	On the payment details page I am told that I am not authorized to charge to a customer account. Why?	This means that your account does not have a line of credit with Johnson Controls, Inc. (JCI) and you must pay for your order with a credit card. If you believe you do have a line of credit with JCI, please contact customer service.
New Order	What credit cards do you accept?	The Chiller Parts Store accepts American Express, Discover, MasterCard, and Visa. The Frick Store accepts Discover, MasterCard, and Visa.
New Order	Why can't I increase the quantities on my quote?	Quotes are only for specific items, quantities, and prices. You may order less than the quoted quantity for the quoted price, but not more. If you need more of a quoted item, complete checkout on the quote then place a separate order for additional units.
New Order	I added an item to my cart but it is invalid. Why?	Certain parts in each store are not available for all users to purchase. Your account may not have permission to purchase the part or it may be otherwise restricted. Contact customer service for questions about a specific part.
New Order	What is the minimum order upcharge?	Per JCI terms and conditions, orders are subject to a minimum order value of \$50, excluding shipping and taxes. If you checkout with a product subtotal less than \$50, the system will add the difference to your order. (Example: product subtotal = \$30, the system will add \$20 to your order before shipping and taxes to bring your subtotal to the \$50 minimum).



New Order	Why was I charged an extra 10% for my Frick Store order?	The Frick Store adds a 10% surcharge to orders shipped to manually entered addresses (i.e. drop shipment). If you manually enter the shipping address for your order on the Frick Store, you will be asked to accept these terms before proceeding. If you accept the terms, an additional 10% will be added to the unit price for each line item in your order. To avoid this charge, select an address from your address book for shipping. If you need to make additions or changes to your address book, please contact customer service.
New Order	How do you estimate shipping and tax?	Estimated shipping and tax are calculated based on a percentage of the product subtotal of your order. Once the items are shipped, the actual tax and shipping cost will be calculated and added the invoice.
Existing Order	How do I make changes to or cancel an order?	To make changes or cancel an order, please contact customer service.
Existing Order	How do I make a return?	To make a return, contact customer service.
Existing Order	What if there is an issue with my order?	If there are issues or you have any questions regarding your order, please contact customer service.
Existing Order	I placed an order and it is not in my order history. How can I find it?	If you placed an order through the ecommerce site, it should be available in your order history. If you do not see it, have your order number (i.e. confirmation number or ERP order number) available and contact customer service. If you place an order via phone, fax, email or EDI, the order will not be accessible on the website at this time. In this case, you must contact customer service for additional information.
Existing Order	When can I expect my order to ship/arrive?	Please contact customer service for specifics about your order shipment(s).



Existing Order	What are my actual shipping and taxes?	Actual shipping and taxes are calculated at the time your order is shipped. Review your invoice or contact customer service for the actual shipping and taxes charged on a particular order.
Existing Order	How do I track my shipments?	Go to My Accounts > My orders and click on an order to view the order detail. If the order is in Partial Shipped or Completed status, shipment tracking information (i.e. tracking numbers and the name of the carrier) will be displayed in the header at the top of the order detail page and in a grid at the bottom of the page. Enter tracking number(s) on the carrier’s website, or contact the carrier directly for more detailed shipment information.
Existing Order	Why do I get an error when I try to search my order history by order number?	At this time the search function for order history only works on the confirmation number. Filter order history by order status and/or date range to narrow down your list to find a particular order. If you still cannot locate the order in question, please contact customer service.
Existing Order	I requested a ship date with my order. Will my order ship on that date?	While we make every effort to accommodate requested ship dates, it is not guaranteed. Please contact customer service if you have questions or concerns about your shipments.
Existing Order	What does the order status mean?	<p>Order Submitted – your order has been successfully placed on the ecommerce site</p> <p>In Process – your ecommerce order has been received and acknowledged by the order fulfillment system</p> <p>Error: Contact Customer Service - the order was not accepted by the order fulfillment system – contact customer service for more information</p> <p>On Hold: Contact Customer Service - the order is on hold for processing by the order fulfillment system – contact customer service for more information</p> <p>Cancelled – the order or the line item was cancelled</p> <p>Partial Shipped – some portion of the order or line item has shipped but there are still open units left to ship</p> <p>Completed – there are no open units left to ship on the order or line item</p>



Existing Order	Why is my order still in “Order Submitted” status?	There is a brief time lapse between an order being submitted and an order being received and acknowledged by the order fulfillment system. Please contact customer service if your order has been in Order Submitted status for more than 24 hours.
Existing Order	I did not get an ERP order number?	You should receive an ERP order number shortly after your order moves to In Process status. Please contact customer service if you do not receive an ERP order number within 24 hours of the order being In Process.
Existing Order	Why is my order in On Hold or Error status?	Orders are placed on hold if you have reached or exceeded your credit limit with JCI. Orders may be in error if there was an issue with the order data or a system issue. In either case, please contact customer service for more information and potential re-processing of your order.
Existing Order	My order status is Partial Shipped or Completed but I have not received my parts. Why?	There may be a brief time lapse between the change in order status to Partial Shipped or Completed and order delivery. Use shipment tracking information to get the current status of your shipments. If you still have questions, please contact customer service.
Existing Order	What notifications will I receive about my order?	When your order is placed, you will receive an order confirmation email. In the event your order is in Error status, you will receive an email. Check your order history to determine the status of any order. If you still have questions, please contact customer service.
Existing Order	What is there a minimum order upcharge on my order detail?	Per JCI terms and conditions, orders are subject to a minimum order value of \$50, excluding shipping and taxes. If you checkout with a product subtotal less than \$50, the system will add the difference to your order. The difference will show in your order history detail as a separate line item – Minimum Order Upcharge – on the order. (Example: product subtotal = \$30, the system will add \$20 to your order before shipping and taxes to bring your subtotal to the \$50 minimum).