



Complaint Notice & Resolution Form

INSTRUCTIONS
Fax Complaint Notice to AOB at 847-214-5657.
We will forward to the member in question and advise you of response/resolution.

Submitted By: _____ **Acct. #** _____ **Date:** _____

Regarding Member: _____ **Acct. #** _____

Details of Complaint _____

Response/Resolution

Submitted By: _____ **Acct. #** _____ **Date:** _____

I. MEMBER TO MEMBER CONDUCT

- A. Member agrees to treat fellow trade Members with the same consideration, courtesy, and attention which Member treats all other customers. Good business sense, courtesy and integrity are to apply in all transactions.
- B. All products and services offered through AOB must be available for 100% AOB trade dollars, at their prevailing cash prices to other Members in good standing.
- C. A Member buyer must always identify himself/herself to the seller as an AOB Member before making a purchase.
- D. AOB reserves the right to inquire into complaints concerning overpricing by a Member and demands by Members for partial payment in cash. Violations may result in the termination of a Member's account and membership and/or immediate adjustments to the transactions involved.
- E. Trade transactions between Members are conducted on a voluntary basis. Any trade transaction disputes over the goods or services purchased or sold shall be between only the buyer and the seller and shall be settled by those parties themselves. By signing an AOB voucher, Member represents and acknowledges that the transaction has been satisfactorily completed. AOB does not assume any liability as to such transaction. Upon written notification of a dispute, AOB shall escrow funds involved until buyer and seller reach mutual resolution.
- G. It is acknowledged, understood, and agreed to by Member that should member fail to honor and accept purchases from another member in good standing pursuant to these Rules, except where Member is on standby or reserve status in accordance with these Rules, Member shall be deemed to be in material breach of this Agreement. Member acknowledges that if such event occurs, damages will accrue to AOB in the business relationship between AOB and the client whose request was not honored, and Member shall be liable for such damages.