



Buying Products and Services

Source: Jefferson County Business Resource Center

When you own a business and you are purchasing products and/or services, please be an informed consumer and consider the following:

1. Ask for and research customer referrals/endorsements.
2. Ask other business owners which businesses provide them with good products and/or services.
3. Carefully read any contractual agreement **before signing** and consider seeking reputable professional advice on the details. Look for any terms that specifically favor the other party. Be cautious if a contact has the following terms:
 - The customer agrees to settle any dispute in a court/jurisdiction that is outside the county in which your business is located. *This means if you decide to or are compelled to conclude a dispute with another business, **you** will have take the time and pay the expense to go to elsewhere for a decision on the matter.*
 - The customer agrees to pay any costs related to any legal dispute. *This generally means that **you** will pay your own legal/other fees **and** the legal/other fees for the opposing side, whether you win or lose.*
 - The customer may cancel the contract prior to the anniversary date. The customer must provide written notice 30 days (*number of days may vary*) prior to the contact date or the contract will automatically renew for another term. *Many businesses overlook this clause and end up in a continuing cycle of renewals with companies that do not meet their needs.*
 - XYZ Company may cancel the contract at any time, for any reason. *This means that the business supplying products and/or services to you may at their discretion, cancel their agreement with your company. You could be suddenly left without the necessary supplies or services required to do business.*
4. Don't allow vendors to pressure you into doing business with them.
5. Stay on top of your interactions with vendors and make sure to document any disputes in writing. If a vendor corresponds with you in writing, respond in writing.