

## Terms & Conditions

This Catalog has been reviewed to present all information and prices as accurately as possible. Should an error be found in description or price, we reserve the right to correct it. **PRICES ARE SUBJECT TO CHANGE AT ANY TIME.**

### **Acknowledgments:**

All telephone or fax orders are to be confirmed (marked "Confirmation") within one week of telephone or fax orders. Duplicate orders not marked "Confirmation" are the responsibility of the customer. All pricing is F.O.B. Grand Rapids, Michigan.

### **Cancellations:**

Cancellations will not be allowed unless approved by Northwest Metal. If cancellation is approved, a charge may be levied. No merchandise may be returned without prior written approval. Rush orders or custom items are subject to an added charge.

### **Delivery :**

A tentative delivery schedule will be established in acknowledging processable orders, based on customer's request and by manufacturer's ability to produce and deliver. Check your acknowledgement for expected delivery date, it may be different from your requested ship date. We will make every attempt to ship orders complete, however, we reserve the right to make partial shipments as merchandise is available. Northwest Metal is not bound on any order to pay penalties, excess freight or other expenses by failure to deliver on schedule. All efforts to meet customer requirements will be made and notification will be given if any changes occur.

### **Freight Charges :**

All freight charges are the responsibility of the purchaser. All shipments will be sent freight collect unless other prior arrangements have been made. Northwest Metal will ship by the most economical means, at our discretion, or by customer's selected carrier. Kindly notify Northwest Metal on purchase order if a specific carrier is to be used. Legal title merchandise passes to the buyer upon acceptance by carrier.

### **Ordering:**

All orders received by Northwest Metal are subject to approval by our credit department. For accounts not approved for excellent credit, a 50% deposit may be required to process orders, with the balance to be C.I.A.

Northwest Metal requires all orders in writing to avoid error and/or duplication. Duplicate orders received and not properly marked confirmation are the responsibility of the customer. Orders will be acknowledged stating current pricing, any special charges for matching colors, minimum order charges, etc. and expected shipping date.

**Photography of completed projects:**

Northwest Metal reserves the right to photograph, upon completion, any project that has utilized our product offerings, and retains the rights to use said photographs in advertising, our website, public relations, catalogs, and all marketing materials.

**Returns:**

Returns WILL NOT be accepted without prior written authorization by Northwest Metal.

**Terms of Sales:**

Terms are net 30 days, subject to approval of Northwest Metal's credit department. A 50% per-production deposit will be required on custom orders and are not subject to cancellation.

**Warranty:**

All items manufactured by Northwest Metal are guaranteed against defects for a period of one year from the purchase date. During this period, Northwest Metal will replace or repair the product, at its discretion. This warranty does not include damage in transit or damage caused by abuse, misuse or faulty installation, Northwest Metal makes no other warranty expressed or implied.