

TERMS AND CONDITIONS

NO MINIMUM ORDER:

We have no minimum order policy. Each order, large or small, is appreciated and shipped with the same care and attention.

TERMS OF PAYMENT:

We accept debit and credit cards, (VISA, MasterCard, Discover and American Express). **Credit cards will be pre-authorized at time of order and adjusted at time of shipment.** We also offer, at no additional cost, Check By Phone processing to our COD customers who wish to avoid COD charges. Company or personal checks will be accepted upon approval by the credit department. The returned check fee is \$25.00. Online Bill Pay is also available through KINGMETALS.com. New accounts may be shipped COD, Certified Check or Money Order. Credit terms are Net 30 upon receipt and approval of a signed credit application. **Payments on a Net 30 day account using a credit card are subject to a 2.5% fee. There is no fee if the credit card is used at the time of shipping.**

PRICING:

Prices are subject to change without advance notice. All shipments will be processed at prices prevailing at the time of order confirmation. Price quotes are valid for 30 days, except for stock length steel.

PRODUCT INFORMATION:

Product specifications, dimensions, capacities, weights, etc. are kept as up to date as possible, but are subject to change without notice. There might be slight dimensional variations due to many of our components being hand-made. For specific product information or measurements, a King Metals' representative should be contacted. King Metals makes no warranty concerning the merchantability of the products or their suitability or fitness for any particular purpose or use.

SHIPPING:

Each order is shipped the same day it is placed (subject to in-house stock, credit approval and carrier pick up times). All orders are F.O.B. from our warehouses in Dallas, Los Angeles and Baltimore. Shipments may be subject to additional charges such as residential delivery, lift gate service, COD fees, oversize shipment, re-consignment, metro delivery, and other fees. **All shipping quotes are estimates only and final packing may affect final charge.**

BACK ORDERS:

Items that are out of stock will be automatically back ordered and shipped F.O.B. from our warehouses as soon as they are available. Any unwanted back orders should be cancelled immediately. The cost of back-ordered material and applicable freight charges will be due at time of shipment.

SPECIAL ORDER ITEMS:

King Metals is happy to order custom size items or large quantities as Special Orders. A 50% deposit is required on all Special Ordered items.

- Special Order items can not be cancelled or returned.
- An Authorization Form with signature is required if using a credit or debit card for deposit.

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WARRANTY & LIABILITY:

All merchandise is produced to standard and commercial tolerances. King Metals warrants its products to be free from defects in workmanship and material. No other warranty is expressed or implied. In particular, King Metals makes no warranty concerning the merchantability of the products or their suitability or fitness for any particular purpose or use. The customer is responsible for testing and verifying the suitability of the product for its intended use. King Architectural Metal's liability is limited at our election to: 1) issue an in-store credit of Buyer's purchase price; 2) replacement of product; or 3) repair of product. King Metals is not liable for any loss, damage or compensation from the use of the product. Labor and travel expenses are not covered. Please refer to the Access Control section of the RETURNED GOODS portion of this document in reference to warranty and liability for those respective items.

TECHNICAL ADVICE:

King Metals makes no warranty of results obtained as a result of technical advice furnished by King Metals. The customer shall test and verify suitability for intended use. All drawings and dimensions shown in our catalog or design concepts are for reference only.

CLAIMS AND RETURNS—PLEASE INSPECT THE SHIPMENT IMMEDIATELY:

King Metals makes every effort to ensure your order will be shipped to the highest standards of quality. In the event that an error or damage occurs, follow the steps below for all orders. Damages, overages, and shortages must be reported within 5 business days of receipt by (72 hours for Access Control items):

1. Notify King Metals' Customer Service Center at (800)-542-2379, option 2.
2. Retain the merchandise AND packing material for inspection by the carrier for a minimum of 30 days.
3. In order to receive replacement product or to file a claim, shortages and/or damages must be noted on the bill of lading at the time of delivery by the individual receiving the shipment.

Any damage or loss incurred in transit is the responsibility of the carrier. Providing the Bill of Lading is signed correctly and notification is made within five (5) business days, our Customer Service department will be happy to process the claim.

RETURNED GOODS:

Prior to returning material, you must contact Customer Service at (800)-542-2379, option #2. An RMA (Return Material Authorization) number is required for all returns. **Returns unaccompanied by an RMA cannot be accepted.** For prompt credit processing, please put the RMA number on the package(s) being returned. Stock items ordered in error may be returned for credit, at the customer's expense, within 30 days and are subject to a 20% restocking fee or \$10 minimum. We will be pleased to issue an **in-store credit** upon King Metals' inspection and approval. **Special ordered and discontinued items cannot be returned.** Returns over 30 days from invoice date may not be accepted. Unused credits will expire two years after the issuance date. Please have your invoice or order number on hand when calling

Access Control items **cannot have been installed** and must be in original packaging, including all components and manuals, and are subject to a 25% restocking fee. Access control shortages and/or damages must be reported

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within seventy-two (72) hours of signed receipt of product. Any returns for non-King related issues will be subject to a 25% restocking fee and must not be opened or installed. We will be pleased to issue an **in-store credit** upon King Metals' inspection and approval.

An Access Control Specialist will process all warranties through the manufacturer on behalf of the Customer for products purchased from King Architectural Metals at no additional charge. Prior to processing a warranty claim, and as part of the warranty process, a remote phone call must be placed to King Metals from the installation site. The Customer must be prepared to perform a series of tasks, directed by an Access Control Specialist, which may include, but not limited to the use of a volt meter and field technical/diagnostic examinations of the equipment. All warranty exams are performed in compliance with the individual manufacturer's evaluation steps of their product. Any product damaged due to an installation error, power surge, natural disaster or weather-related occurrence is not covered under warranty.

Please allow two (2) to four (4) weeks for the warranty process (in some rare instances, longer). However, all steps will be taken to make the process as short as possible. **Routinely, most manufacturers will repair, instead of replacing merchandise.** For this reason, King Metals does not recommend purchasing advance replacement parts during the warranty process. Any advance purchase(s) of this nature will not be reimbursed in instances where manufacturers repair, rather than replace the warranted item(s). The Customer is responsible for all shipping charges on warranty and non-warranty claims, unless specified by the manufacturer. Non-warranty items will not be repaired until authorization for repair charges has been granted and the Customer will be responsible for all repair costs. For any warranty questions, please call 800-542-2379, ext. 5 for the Access Controls Department.

PLEASE NOTE:

1. Any product cut, drilled, painted or altered in any way by the customer is non-returnable. Any loss incurred for labor, time and shipping is not covered. King Metals has no control over end products fabricated with the products purchased from King Metals or the installation procedures used. No warranty is expressed or implied. All material must be inspected for quality before installation. If further details are required, please contact us.

2. **Any returned merchandise must be shipped back to King Architectural Metals via UPS, FedEx, or LTL. Material should not be returned via USPS (Post Office) due to insufficient Proof of Delivery. Any packages which come to King Architectural Metals via USPS are subject to refusal.**

CHOOSE THE PAYMENT OPTION THAT'S RIGHT FOR YOU:

VISA • MASTERCARD • DISCOVER • AMERICAN EXPRESS • CHECK BY PHONE

FOR OUR NET 30 TERMS CUSTOMERS:

NEW! ONLINE BILL PAY (Register for FREE at KINGMETALS.COM)

Prices subject to change without notice. Though every effort is made to ensure the accuracy of our information, King Metals cannot be responsible for errors which result from unforeseen technical issues.