

SUMMARY OF TERMS AND CONDITIONS OF SALES

CUSTOMER SERVICE DEPARTMENT

Hours:7:30 A.M. to 5:30 P.M. E.S.T. Monday through Friday.
24 hour fax number 305-474-3223
Telephone number:305-474-3994
Email: service@centurymetals.com

QUOTATIONS AND ORDERS

- All quotations are subject to change without notice.
- Quotations are subject to continued availability of the material quoted.
- Sales are made subject to strikes, accidents, or other causes beyond our reasonable control.
- We will not consider an order to have been placed, until full written specifications identifying the material have been provided and we have agreed to the customer's requirements (including specific shipping instructions).

PRICING

- Prices are subject to change without notice.
- All prices, quotations, shipments, and deliveries are F.O.B. Miami, FL unless indicated otherwise.
- Prices are based on the total purchase of all items quoted.
- Blanket order pricing available with firm prices or firm delivery quoted upon request.

MINIMUM ORDER

- The minimum order amount \$100.00. Minimum order for delivery is \$500.00. When the value of an order is less than this amount, the difference will be added to the order as a "Handling Charge".

DELIVERY

- Stock items are normally shipped within 48 hours.
- Delivery date commitments will be made on "non-stock" or "out-of-stock" items.
- There will be no charge on local deliveries when made during our normal delivery schedule when the order meets the minimum order requirements.
- There will be a delivery charge for special deliveries made outside our normal delivery schedule and/or outside the established local delivery area.

SHIPPING

- Terms are F.O.B. Miami, Florida unless otherwise agreed between both parties
- If the customer elects that freight be prepaid, a freight charge will be added to Century Metal's invoice. In either case, title passes to the purchaser when Century Metals tenders material to the carrier. Risk of loss or damage in transit shall be borne by purchaser and any claim shall be submitted by the purchaser directly to the carrier.
- Under normal circumstances there is no charge for pallets but we reserve the right to collect these once customer has made use of them.

CLAIM AND RETURN POLICY

- All claims must be reported through our sales department and all exceptions must be documented and support provided (samples, pictures, etc.)
- A Return Materials Authorization (RMA) number is required for all returned materials.
- Customers have 30 days from the date the material is received, to make a claim on all stock material.
- No material returns are allowed for custom and "non-stock" items, which complied with customer's requirements and specification.
- A restocking charge (25% of selling price or a fee of \$35.00 per line item) whichever is greater will apply to approved returns.
- All returned product must be properly packaged and in good re-sellable condition.