

TERMS AND CONDITIONS FOR CAL-ROYAL PRODUCTS

CORPORATE OFFICE
CAL-ROYAL PRODUCTS INC.

6605 Flotilla Street, Commerce, California 90040-1614
 ☎ 323-888-6601 / 800-876-9258 📠 323-888-6699 / 800-222-3316 ✉ sales@cal-royal.com

QATAR OFFICE (MIDDLE EAST)
CAL-ROYAL PRODUCTS MIDDLE EAST QFZ

Qatar Free Zone Authority, Ras BuFontas, P.O. Box 24817, Doha, Qatar
 ☎ +974-506-88-666 ✉ thamer@cal-royal.com

<p><u>SOUTHWEST DISTRIBUTION</u> SOUTHWEST OPENING SOLUTIONS 1725 W. Williams Drive, Phoenix, AZ 85027 ☎ 602-698-7779 ✉ Info@SWOpeningSolutions.com 🌐 www.SWOpeningSolutions.com</p>	<p><u>MIDWEST DISTRIBUTION</u> SSG TEXAS (ARLINGTON) 2020 Exchange Drive, Arlington, TX 76011 ☎ 817-275-3070 📠 817-275-3068 ✉ gregshuck@ssg-texas.com</p>	<p><u>SOUTHEAST DISTRIBUTION</u> BOWEN SALES INC. 654-A Eastern Star Road, Kingsport, TN 37663 ☎ 678-708-8550 ✉ todd.bowensales@gmail.com 🌐 www.bowensalesinc.com</p>
<p><u>EASTERN DISTRIBUTION</u> TAB INDUSTRIES, LLC 2525 N 12 St., Reading, Pennsylvania 19605 ☎ 610-921-0012 📠 610-921-0014 ✉ tbrizek@TABIndustries.com</p>	<p><u>MIDWEST DISTRIBUTION</u> SSG TEXAS (HOUSTON) 423 Blueberry Street Houston, TX 77018 ☎ 817-275-3070 📠 817-275-3068 🌐 www.ssg-texas.com</p>	<p><u>COLORADO WAREHOUSE</u> STEELE-BREZ & ASSOCIATES INC. 2045 W Amherst Ave, Englewood, CO 80110 ☎ 303-922-3692 📠 303-922-8873 ✉ darlene@steele-brez.com 🌐 www.steele-brez.com</p>

TERMS AND CONDITIONS OF SALE

ORDERING: All orders must be faxed or emailed to Cal-Royal products for confirmation before shipment.
 Email all orders to **orders@cal-royal.com**

PRICES

Are subject to change without notice. All errors and omissions subject to correction.

<p><u>Prepaid Freight Policy</u> F.O.B. Commerce, CA Effective July 1, 2021</p>	United States (Excluding Alaska and Hawaii)	\$2,000
	Western Canada	\$3,000
	Eastern Canada	\$4,500
	Puerto Rico	\$3,500



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TERMS AND CONDITIONS OF SALE

CHANGES, CANCELLATIONS OR SPECIAL ORDERS

Canceled orders are subject to 10% service charge. Changes or cancellations to an order must be in writing and may result in additional charges for labor and/or materials. Changes may result in a delay in the scheduled ship date. Additions to orders will be entered as separate stand-alone orders and must qualify for all terms of sale, including discounts on an individual basis. Changes or deletions resulting in an order size of less than our minimum will not be accepted. Orders for non-cataloged, special or non-standard items may not be canceled. Factory orders may not be changed within 30 days of the scheduled ship date.

CREDIT APPROVAL

Acceptance of all orders is subject to approval of Cal-Royal Products, Inc. Trade references and banking information must accompany orders from new accounts.

FREIGHT OR SHORTAGE CLAIMS

Customer assumes all delivery risks of loss or damage. If cartons are lost or damaged, immediately contact delivering carrier to make claim. If assistance is needed from Cal-Royal Products, Inc. please contact our Claims Department. Shortage claims must be made within **3 business days** from receipt of shipment.

- Cal-Royal Products, Inc. is not responsible or liable for any loss or shortage on merchandise to third party shipping.
- Any attempt / misdeliveries due to customer's (including job sites and third party customers) unavailability, will be subject to reconsignment / redelivery charges.
- We will not be responsible for truck schedules.
- We do not give guarantee on the delivery times of shipping carriers.
- We do not schedule delivery appointments with shipping carriers.
- Shipping carriers provide ESTIMATED DELIVERY TIMES / WINDOWS only.

RETURN OF MERCHANDISE

Claims for shortages and/or incorrectly filled orders must be filed with Cal-Royal Products, Inc. within 10 days of receipt of material. Price adjustments must also be made in writing to Cal-Royal within 30 days from receipt of invoice. No returned goods will be accepted without written approval from Cal-Royal. Credit will be based on upon the written authorization by Cal-Royal. Such returns must be prominently marked with the return goods authorization number and shipped prepaid. Returns, if approved, will be subject to a minimum restocking charge of 20% (25% for Canada) for unopened cases of stock product and must be received in mint condition. Non stock materials are not returnable. Under no circumstances is Cal-Royal liable for incidental or consequential damages. Charge-backs will not be allowed. No cash refund given, exchange or replacement only.

STANDARD PACKAGING

We reserve the right to change order quantities to nearest standard package quantities. Broken boxes are subject to an additional 20% service charge.

ACCESSORIAL CHARGES

ACCESSORIAL CHARGES for shipments to construction sites / residential & lift gates will be billed @ **\$80.00 min** for **PALLET SHIPMENTS**.

AUTHORITY OF TERMS AND CONDITIONS

The terms mentioned herein are the only ones Cal-Royal Products, Inc. will honor, and any exceptions must be approved and confirmed by an officer of Cal-Royal Products, Inc. Terms and Conditions of buyer's purchase orders will not be honored unless an agreement is reached in writing beforehand. Cal-Royal Products Inc. has the right to refuse credit to anyone, or has the right to refuse to fulfill any orders. No representations, arrangements or agreements not appearing on the order shall be binding to Cal-Royal Products, Inc.

MINIMUM ORDER

\$50.00 net. Orders under \$50.00 are subject to an \$9.00 service charge. No exceptions.

