



ORDER PROCESSING PROCEDURES

Placing an Order

Master-Bilt requires a faxed or original purchase order to process a shipment. The initial order is considered correct as to quantity, finish, size, voltage, etc., and if found to be incorrect when the confirming order acknowledgment is received, the customer is responsible for any costs that the factory may have incurred due to the incorrect order.

Missing Information/Discrepancies

Orders will not be entered for shipment if any vital information (quantity, finish, size etc.) is missing. Additionally, any orders with pricing variance will not be processed until all discrepancies are resolved.

Per Plans and Specifications

Orders received with statements similar to "per plans and specifications" or "or equal" will not be processed until that statement is waived, in writing, by the customer.

Credit

Orders will only be processed for customers with approved credit. New customers must complete a Master-Bilt credit application and provide a W9 form in order to have their credit approved before the order will be processed. Credit approval is normally less than (1) week.

Ship-To Address Requirements

To ensure proper delivery a street address must be provided -- UPS does not ship to P.O. boxes. A ship-to address must be provided 48 hours prior to the scheduled ship date to avoid warehouse storage fees.

Lift Gate/Inside Delivery & Truck Deliveries

If a lift gate is required to unload the shipment a \$100.00 fee must be added to the order. Add this charge to your order if you require a lift gate on the truck to unload the merchandise. The equipment will be placed on the lift gate of the truck and lowered to the ground. The driver will then take the equipment off the lift gate. The customer assumes responsibility for any further placement or delivery of the equipment.

Inside delivery request must be made at the time of your order; an additional cost of \$100.00 is required on your order for this service. This service includes getting the product across the threshold, not placement. Delivering up or down steps/stairs is neither included nor available.

Re-deliveries will be billed at \$150.00 per incident if no one is available to accept delivery OR no loading dock is available and lift gate was not added to the order. This charge also applies if the carrier has to come back because the "commercial" address was actually residential. Any additional charges due to shipment refusal will be the customer's responsibility.

If any of these type service request are not included with your order but are requested after the fact, you will be invoiced based on the signature of the Proof of Delivery that an additional service was provided.



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Hold for Release & On Hold

Orders received which are not for immediate release and shipment within 90 days, will be considered “hold for release.” These orders will be subject to review in terms of pricing and validity once release is provided and an order acknowledgement can be generated.

Walk-In orders received for release but without signed approval drawings will be considered “on hold.” Your P.O. will be processed and entered into our system with an order acknowledgement generated. However, it will be held pending approval and the order acknowledgement will print with the following statement:

Thank you for your purchase order. Unfortunately we are unable to release your order for production/engineering at this time, as we did not receive the necessary signed approval drawings. This order acknowledgment verifies that your purchase order has been processed but placed on hold. Please be aware that until this information is provided no additional processing or scheduled ship date can be provided. As soon as we receive this information we will be happy to provide you with a shipment date based on applicable lead times. Note any changes to the scope of your original order, including pricing, will require a revised P.O.

Cancellations

Cancelled “hold for release” purchase orders for which Master-Bilt has provided custom project drawings or submittals, but not released via signed approval, will be subject to a \$1000.00 cancellation fee. Walk-In orders once released for production cannot be cancelled.