

PRICING & ESTIMATES:

Prices listed on this Estimate may not include packaging, freight, taxes, and/or duties and are subject to change without notice. All steel components are market sensitive commodity products and priced per current market conditions, prices may vary. Prices on the Estimate are valid for 30 days only from the issue date. Estimates are subject to change without notice, and are subject to inventory availability, and unless otherwise agreed, are binding only for immediate acceptance. All sales are made subject to strikes, accidents, or other causes of any kind beyond our reasonable control. We reserve the privilege to cancel orders for which full specifications have not been given to HCI within the time agreed and/or down payment has not been received by HCI.

CONFIRMING ORDERS

Email and telephone orders must be approved by customer in writing. Orders will not be released for production nor shipment, before the receipt of confirmation. Emailed, signed Estimates are considered as confirming orders and will be processed and delivered as such. A BUYER MAY NOT, EXCEPT WITH OUR WRITTEN CONSENT, CANCEL ANY ORDER FOR MATERIAL THAT WAS SPECIALLY ORDERED AND CONFIRMED, OR PROCESSED, INCLUDING CUT TO SIZE MATERIALS. HCI is not responsible for color match between paint on new or older panels, (For example: Dirt accumulation, caulking; fading will occur on all finishes exposed to weather).

PROCESSED, SPECIAL ORDERS AND TERMS

Orders placed with HCI for specialty materials, colors or sizes, that require bending, cutting-to-size or any special processing, will require 40% down payment with the balance paid in full before manufacturing, pick up or shipment of order takes place, and cannot be cancelable or returnable. You may need to provide payment information once order is confirmed on orders below \$300. If during production of components local sales/use tax rate change, the balance due will be charged with the new, updated tax rate.

ORDER PICK UP

You will be informed in advance about time when materials are ready for pick up. Our Warehouse pick-up hours are: Monday through Friday, 8 AM to 2 PM. All orders must be paid before materials are released for pick up. A customer may not, except with our written consent, cancel any order for material which are released for pick up. Acceptable returns are charged a **30% RESTOCK SERVICE FEE**.

SHIPMENTS AND DELIVERIES

Unless otherwise stated, freight and shipping fees will be charged for shipments to a customer's designated shipping address anywhere in the contiguous United States, using a freight carrier of our choice. Other terms apply to Alaska, Hawaii, and international orders. Any extra charges incurred for additional services, such as customer's preferred freight carrier, or special handling by the carrier, must be paid by the consignee. Every possible effort will be made to securely package and correctly ship orders and meet the expected delivery date of all ordered material set forth at the time of order confirmation. Material that is placed on back order will be shipped at time of inventory replenishment. Actual delivery dates and transit times are estimated only, and are subject to sources or carrier conditions beyond our control and are NOT GUARANTEED. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO UNLOAD ORDERS FROM THE DELIVERING CARRIER. Orders that are shipped via trailer truck are shipped FOB (Freight on Board). Please make sure that upon delivery that you have the proper equipment or manpower to unload your order and that your location is easily accessible by trailer truck. If you need special packing or delivery accommodations, arrangements should be made with us prior to shipping as additional fees may be incurred. In the event your order is not unloaded at time of delivery and must be rescheduled or shipped to another address, additional charges will apply. The buyer agrees to inspect component upon arrival at the place of delivery. Claims for shortages, must be reported within five days after delivery of material or will be conclusively waived.

REFUSAL OF DELIVERY

Refusing delivery does not waive our return policy. If you do refuse delivery of an order for any reason, you will be responsible for both actual outbound and return freight charges plus a 30% restock service fee if applicable. Once material is received by our warehouse in re-saleable condition, credit will be issued to you, less applicable fees mention herein. Material that has been Cut-to-Size or specially processed just for your individual order will not be credited if delivery is refused. BE CERTAIN YOU ARE ORDERING THE CORRECT MATERIAL FOR YOUR APPLICATION OR PROJECT AND THAT YOU HAVE THE MEANS OF UNLOADING YOUR ORDER UPON DELIVERY

DAMAGED SHIPMENTS AND CLAIMS

ALL MERCHANDISE IS ACCEPTED BY THE FREIGHT CARRIER IN GOOD CONDITION. The freight carrier is responsible, per the terms of the Bill of Lading, to deliver the merchandise to you in the same good condition. Title and risk of loss pass to customer upon tender of shipment to the carrier. YOU MUST INSPECT YOUR ORDER IMMEDIATELY UPON DELIVERY FOR DAMAGES, SHORTAGES, and ACCURACY. YOUR SIGNATURE ON THE CARRIERS DELIVERY RECEIPT INDICATES THAT YOU HAVE RECEIVED YOUR ORDER CORRECTLY AND UNDAMAGED UNLESS NOTED OTHERWISE. BEFORE ACCEPTING DELIVERIES, YOU MUST INSPECT AND NOTE ANY DAMAGES OR SHORTAGES ON DRIVER'S DELIVERY RECEIPT. NO EXCEPTIONS! **DO NOT REFUSE YOUR SHIPMENT AS YOU MAY BE RESPONSIBLE FOR THE REDELIVERY OF YOUR ORDER.** We will work with you in replacement of the damaged items. Failure to note damages or shortages at time of delivery on driver's receipt indicates your acceptance of this shipment as is and waives your right to future claims. In the event of a problem, we must be notified within 24 hours of receiving your order. Failure to notify us within 24 hours indicates your acceptance of material as is. In the event of damage, be sure to retain the entire outer shipping container and carton (and packing material) in which damaged goods were packed. The damaged merchandise must be in the original container when inspected by the carrier. Shortages or errors in shipment of orders should be noted on shipper form at time of receipt and reported to HCI within 24 hours. Every effort will be made to assist you in filing a claim with the carrier, make corrections and/or remedy in a timely fashion.

RETURNS AND CANCELLATIONS

A customer may not, except with our written consent, cancel any order for material which we have special ordered, already processed by bending or cutting-to-size, has been picked up or has shipped. Acceptable returns are unopened standard inventory items that has not been manufactured and/or cut, processed or otherwise custom made by HCI (EXAMPLES: screws, nuts, bolts, sealant tubes or rolls, etc.). Acceptable returns will be charged a **30% RESTOCK SERVICE FEE PLUS ACTUAL NON-DISCOUNTED SHIPPING COSTS**, if the order has already left our warehouse. Returns are not allowed on special order items. Acceptable returns must be received in our warehouse within 10 days of original delivery. Returned items must be in unopened original packaging and in undamaged, re-saleable condition - NO EXCEPTIONS. Returns received after the 10 days or in non-re-saleable condition will be refused and returned at your expense. Returnable items must be shipped back or delivered to our warehouse at your expense. Once material is received by our warehouse in re-saleable, unmodified condition, credit will be issued to you, less applicable fees mention herein.

I AGREE TO COMPONENT'S SALE TERMS AND CONDITIONS.

SIGNATURE: _____

DATE: _____