



PO Box 26 • 219 Industrial Drive

Ellaville, GA 31806

Toll Free: (800) 841-8065 • Fax: (229) 937-2894

CUSTOMER TERMS and GENERAL POLICIES

PAYMENT TERMS: Standard terms to all customers: Net 30 days from invoice date.

CREDIT APPLICATION: All customers requesting an open account must provide Greenfield with at least three (3) vendor references and a bank reference. Greenfield has credit application forms available for this purpose. All information gained from a vendor reference is strictly confidential. Greenfield reserves the right to deny credit to any customer based on the information gained from the vendor references.

ACCEPTANCE OF ORDERS: Orders will be accepted (following approval of credit) subject to our ability to furnish and may be revoked or cancelled on account of accidents, strikes, fires, floods, riots, or any other condition beyond our control.

NO ORDERS WILL BE SCHEDULED FOR PRODUCTION OR SHIPMENT WITHOUT CREDIT APPROVAL AND RELEASE BY THE GREENFIELD CREDIT DEPARTMENT.

CANCELLATION OF ORDERS: Orders cannot be revised or cancelled by customer without the knowledge and/or consent of Greenfield Metal Products Company. When consent is given to the cancellation of special goods and/or services, a charge will be made for material used and work done prior to the cancellation. Products returned or shipments refused without the prior approval of Greenfield management will be subject to a 15% restocking charge and 10% freight charged, based on the original invoiced total. Greenfield reserves the right to cancel any order on which the customer had put on ship-hold and/or if the order has been in house longer than 30 days past the original ship date. CUSTOMERS WILL NOT BE NOTIFIED OF THE CANCELLATION.

MINIMUM ORDER: There is no dollar-amount minimum order. The minimum order required is full-carton quantities of standard packaging, as detailed in Section Three of this booklet. The minimum requirement for prepaid freight on shelving orders is explained on page 2-5.

PURCHASE ORDERS: All customers' orders must have a purchase order number assigned and must be confirmed in writing, signed by the customer, prior to shipping. Telephone orders are welcomed and will be accepted, but Greenfield must have a written confirmation from the customer. If the customer does not use formal purchase order number systems, the purchase order number assigned will be the date the order was placed, unless otherwise specified by the customer. Confirmation of such an order should be made by listing the order on a company letterhead, signed by the appropriate agent, title included. UPS orders will ship as soon as possible, but written confirmation is required. Our FAX number, (229) 937-2894, is available for use by our customers to confirm orders.

COD ORDERS: All COD orders are subject to approval by the credit department and will be shipped freight collect, Cash or Certified Check only, unless otherwise approved by Greenfield's credit department. No discount will apply to COD orders of any product. There will be a collection fee applied to each box shipped COD via United Parcel Service.

SERVICE CHARGES:

Non-sufficient Funds: If a customer's check is returned to Greenfield by the customer's bank for non-sufficient funds, a fee of no less than \$25.00 will be added to the customer's account for each check returned. Greenfield reserves the right to demand payment in the form of a certified check for any account on which a check was returned for non-sufficient funds.

Wire Fees: Greenfield reserves the right to charge the customer's account no less than \$10.00 transaction fee for monies wire to our bank for payment in advance of shipment.

INVOICE ADJUSTMENT: Adjustments to customer invoices or pricing, without prior knowledge and approval by the management of Greenfield Metal Products Company, will not be honored. Discounts taken past the ten-day period will be charged back to the customer's account.

PRICE CHANGES: Standard pricing to customers is subject to change without notice. Specially quoted pricing is subject to change with a thirty (30) day notice to the customer.

BACKORDERS: While every effort will be paid to ship all orders complete, Greenfield reserves the right to backorder any products not in stock at the time of shipment, unless otherwise specified by the customer. Backorders of less than \$25.00 will automatically be cancelled, unless otherwise requested by the customer. If the original order was shipped to the customer freight prepaid, the backorder will also be shipped freight prepaid by any method designated by Greenfield. All other backorders will be shipped freight collect.

RETURNS: Permission must be obtained from Greenfield Metal Products Company before any merchandise will be accepted for returned or credit issued. A 15% handling and restocking charge will be made on all returns of stock material returned for any reason other than manufacturer's defects or shipper error, plus the cost of freight any required repackaging and/or reconditioning. The customer must obtain an RGA number from Greenfield before shipping. Returned goods will be shipped at the expense of the customer. Greenfield will not accept any merchandise not returned within sixty (60) days of the original invoice date.

DEFECTIVE MATERIAL: Claims for defective material must be referred to Greenfield's office. Proof of defective products may be required before action is taken. The defective goods will either be replaced or credit will be issued against the customer's account, at Greenfield's discretion. Defective material will be returned to the factory at Greenfield's expense.

SPECIAL CUSTOMER PROMOTIONS AND/OR ADVERTISING: Greenfield will assist customers with special promotions and/or advertising such as model homes, small trade shows, etc., based on the individual need and purchasing history of the customer. Prior approval must be obtained from Greenfield. Assistance will be given in the form of products at no charge or credit to the customer's account. Greenfield will not honor claims for yellow page or white page telephone advertising or listing, or any other advertising done in the normal course of business.

SHIPPING POLICIES

GOODS IN TRANSIT ARE AT THE RISK OF THE PURCHASER

LEAD TIME: Greenfield's normal production lead time is 10 to 14(or less) working days from date of order release by our credit department to date of shipment. However, this lead time is subject to change without notice to the customer, depending on our production demands. UPS order of in-stock items will be shipped within 2 working days of order release.

GREENFIELD TRUCK DELIVERIES: Deliveries of shelving on Greenfield's truck are subject to coordinating combination loads at factory discretion and confirmation. Deliveries of shelving on Greenfield's truck can be made on non-returnable wood pallets (for job-site deliveries or other special conditions) or on returnable KD steel pallets.

ALL STEEL PALLETS WILL REMAIN THE EXCLUSIVE PROPERTY OF GREENFIELD METAL PRODUCTS COMPANY, INC., AND MUST BE RETURNED PROMPTLY.

The customer is responsible for the maintenance of the steel pallets while in the possession of the customer.

NO MATERIAL OTHER THAN GREENFIELD SHELVING SHALL BE IN OUR STEEL PALLETS. THE CUSTOMER SHOULD NOT USE GREENFIELD'S STEEL PALLETS FOR STORAGE OR SHIPMENT.

Our truck will make return of the pallets via pick up, unless other arrangements are approved by Greenfield management. A charge of \$75.00 per pallet will be issued on all steel pallets not returned by the customer.

COMMON CARRIER SHIPMENTS: All shipments of shelving via common carrier will be made on wood pallets or in cartons, at the discretion of the customer. Choice of the common carrier line to be used will be at the discretion of Greenfield Metal Products Company unless otherwise specified by the customer.

SHORTAGES: Claims for shortages on shipments made via common carrier must be noted on the Bill of Lading at the time of delivery, signed by the delivering carrier's driver or agent. The Bill of Lading should indicate the nature and quantity of the shortage. Claims for shortages on prepaid shipments made by Greenfield will be replaced or credit to the customer's account, upon receipt of the proper documentation and proof of shortage from the customer. Claims for shortages on collect shipments are the responsibility of the customer and must be handled by the customer with the freight carrier.

DAMAGES: Claims for damaged material on shipments made via common carrier must be noted on the Bill of Lading at the time of delivery, signed by the delivering carrier's driver or agent. The Bill of Lading should indicate the nature and quantity of the damaged. If the damage is too severe to be salvaged by the customer, the entire shipment should be refused and returned to Greenfield. **THE CUSTOMER SHOULD NOTIFY GREENFIELD IMMEDIATELY ABOUT ANY RETURNS MADE UNDER THESE CIRCUMSTANCES.** Claims for damages on prepaid shipments made by Greenfield will be replaced or credit to the customer's account, upon receipt of the proper documentation and proof of damage from the customer. Claims for damages on collect shipments are the responsibility of the customer and must be handled by the customer with the freight carrier.

PACKAGING OF SHIPMENTS: Product will be shipped in full-carton quantities only.

All cartoned shelving will be packaged six (6) pieces per carton, except 12" Easy-Glide.

Uncartoned shelving will be shipped in the following maximum quantities per pallet:

		<u>WOOD PALLET</u>	<u>STEEL PALLET</u>
L912	9" Linen x 12 ft.	102 pcs.	204 pcs.
L1212	12" Linen x 12 ft.	102 pcs.	204 pcs.
L1612	16" Linen x 12 ft.	102 pcs.	150 pcs.
L2012	20" Linen x 12 ft.	102 pcs.	102 pcs.
L912CM	9" Linen x 12 ft. Close Mesh	102 pcs.	204 pcs.
L1212CM	12" Linen x 12 ft. Close Mesh	102 pcs.	204 pcs.
L1612CM	16" Linen x 12 ft. Close Mesh	102 pcs.	150 pcs.
L2012CM	20" Linen x 12 ft. Close Mesh	102 pcs.	102 pcs.
R1212HBW	12" Rod Shelf x 12 ft. High Bar	102 pcs.	204 pcs.
R1612HBW	16" Rod Shelf x 12 ft. High Bar	80 pcs.	100 pcs.
R1212EGW	12" Easy-Glide x 12 ft.	N/A	N/A

PREPAID SHIPMENTS: Greenfield will prepay the freight on minimum orders of shelving as follows:

		<u>MINIMUM ORDER REQUIRED</u>
ZONE 1	Within 800 mile radius of Ellaville, GA	5,000 lineal feet
ZONE 2	Within 801 to 2000 mile radius of Ellaville, GA	10,000 lineal feet
ZONE 3	Over 2000 mile radius of Ellaville, GA	20,000 lineal feet

The zones apply to the continental United States only. Shipments to Hawaii, Alaska, US territories, or foreign countries must be quoted.

Any questions regarding Greenfield's terms and policies should be directed to the customer service department.