

Please read the important information below regarding your quote and/or order.

**Freight:** Terms of sale is FOB destination unless customer arranges own freight at which time term of sale is FOB origin.

**Freight Damage:** Customer must carefully inspect and verify condition and quantity received against order before signing delivery receipt. It is the responsibility of the Customer to inspect all goods and content and notate all signs of damage (shrink wrap not intact, broken crate, smashed box) or shortages on the delivery receipt before the driver leaves.

- **IMPORTANT:** Noting damage to packaging is often not enough to recoup costs if it is found that product has also been compromised as a result. It is strongly recommended that if there is damage to packaging, that the Customer should open the box and inspect the product before signing delivery receipt. If damage or shortage is noted on the carrier delivery receipt, please make a copy of carrier delivery receipt for your records and to send to Senneca. Failure to notate damage to product inside could result in the inability to recover costs. If shipment is damaged, Customer should refuse delivery.
- Freight damage is defined in two ways:
  - Internal – packaging is intact, but there is damage to the product inside the packaging.
  - External – visible as damage to the packaging.
    - To claim external damage, Customer must notify Senneca Holdings in writing and include photos of the damaged packaging and product within 5 days of receipt or refusal. Customer must retain damaged materials untouched and onsite during the claim process if shipment is accepted. If Customer disposes of materials prematurely, Customer will forfeit any opportunity to recover costs on the claim.
- We understand that projects may take time to complete, so the timing to report internal damage will depend on the shipment location of the product.
  - Warehouse shipments – claims must be filed within 30 days of delivery and assume that the doors have not been shipped again to a job site.
  - Job site shipments – claims must be filed within 5 days of delivery because of the uncontrolled environment of jobs sites. Customer must retain damaged materials untouched and onsite during the claim process if shipment is accepted. If Customer disposes of materials prematurely, Customer will forfeit any opportunity to recover costs on the claim.
- For damage resulting from third-party carriers, the Customer is responsible for filing all lost and damaged claims with their carrier.
- Detention charges result when a carrier arrives at a location and ends up waiting to be loaded or unloaded. In most cases, carriers allow some “free time” for loading and unloading. Each carrier is different as to how much time that is. The Customer is responsible for any detention charges should it occur.

**Material Shortage:** Senneca Holdings requires notification within 15 days of delivery to claim material shortage. This includes product, components, hardware, and accessories. If Senneca is not notified within 15 days of delivery, invoices are expected to be paid in full and replacements and transportation costs associated with the replacements will be charged.

#### **Return Policy**

Senneca’s doors are made to the custom specification of our customer and cannot be returned.

**Tax Exemptions:** If an order should be tax exempt and tax has been applied to the quote or order, it is Customer’s responsibility to provide the tax exemption certificates for each state in which Customer is exempt. Please send certificates along with quote/order reference number to your customer service representative’s email and copy [exemptioncertificates@senneca.com](mailto:exemptioncertificates@senneca.com). This will reduce the risk that sales taxes will be misapplied. If sales tax is applied on an invoice because Senneca does not have a sales tax exemption certification, Customer will be required to pay the applied sales tax on that invoice. If the invoice is short paid or not paid, Customer has the potential to be put on hold and/or sent to collections until the sales tax balance is paid.

**Payments:** Payments are required in full (not short paid) and any credits for disputes will be credited back to the account after Senneca’s review of the reason for the dispute. Provide the disputed amount, order number and



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detailed reason for the dispute to your customer service representative's email address. If the dispute is approved, customer service will provide the credit memo details in an email within 7 business days.

**Frame Change/Cancelation Fee:** Change or cancelation requests to frame orders could result in fees based on order status. Entered Orders 15% of unit price. No Material Cut 30% of unit price. Sheared/Punched 85% of unit price. Bent 100% of unit price.

**Storage Fee:** If a project is not ready to receive the completed order, Senneca will store the product for you. We will store the merchandise at our location for up to four weeks, at which time we will ship your product per the terms of the purchase order.

Likewise, if a project is not ready to be picked up at a Senneca facility, Senneca will hold the product for you. We will hold merchandise at our location for up to four weeks, at which time we will ship your product to your dock and charge the appropriate freight amount.

Orders requested to be held over the four-week grace period will be charged a 30% storage fee of the order total and will expect payment for your order and storage fees within your standard payment terms with Senneca.

Please contact your HMF inside sales rep with questions at 866.452.1845

## To Be Used for Customer Pick Up Documentation:

Customer Signature: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

\*Date of pickup\*: \_\_\_\_\_

By signing this document, the customer acknowledges and agrees to pick up all items listed on the accompanying packing slip. Failure to retrieve all listed items may result in additional charges or forfeiture of said items. The customer accepts responsibility for inspecting and verifying the completeness and condition of the items upon pickup. Any discrepancies must be reported immediately. This agreement is binding upon signature and signifies the customer's acceptance of all terms listed above.