

## Sales and Delivery Policies

**Orders Placed over the Phone:** The accuracy of all orders placed over the phone is the customer's responsibility. We strongly encourage you to review, sign, and return a **written copy** of your quote. That is the only way NBS will accept responsibility for the accuracy of your order. We can fax or email your quote in minutes.

**Returns:** Panels and trims are non-returnable. Unopened, clean and undamaged stock items can be returned - a restocking fee will be charged. That fee is currently 25% but subject to change without notice. All returned must be approved by the General manager or office manager.

**Storage:** Materials that have been ordered and fabricated will be stored on site for a limited time. After that time you will be notified. If the order is not picked up promptly it may be restocked, scrapped, or sold at discount - depending on the items involved. You will be charged any difference experienced by NBS.

**Shipping:** We want to accommodate your business needs. We offer customer pick up, shipping with our carriers, or shipping on a carrier that you arrange. On all delivered orders it is the customer's responsibility to unload and check your order carefully. Please have the adequate manpower and equipment to do so. Notify the driver immediately of all damaged or missing items.

Pick up hours are from 8 am to 11 and from 12 to 3:00 pm Monday through Friday. We strongly suggest confirming that your order is ready and that you schedule your pick up. This is required when you are picking up large orders or entire building packages. When you are loaded you will be asked to check each line on your packing list. Checking your load before you pull out is vital. You can save yourself time and money by working with us to confirm that your order is accurate and complete. After safety, your satisfaction is our highest priority.

Please note that, without exception, it is the **responsibility of the driver to secure his load.** Our drivers are experienced in working with the materials we manufacture and sell. On customer pick up orders our insurance coverage does not allow us to secure your load so please do not request that of our employees.

**Protecting your Order:** Steel prices have caused an increase in the thief of jobsite materials. Please check your order carefully and protect it from weather and theft. Covered panels and trims need to be able to breathe and drain properly. They must be blocked up off the ground to prevent contact with moisture and vegetation.