



Terms and Conditions

Quotations & Order Acceptance

Quotes are based on information provided to Chem-Pruf by the customer. The prices provided on the quote are only for those items specifically listed. It is the customer's responsibility to review and verify all items quoted. Any deletions, additions, or modifications may affect the price. Chem-Pruf quotations are valid for 30 days from issuance date. Expired quotations will be re-priced at current prices.

All customer purchase orders shall be in writing. Verbal purchase orders or letters of intent are NOT acceptable. Chem-Pruf will provide written acceptance of order within 10 working days after receipt of customer purchase order.

Submittal Package Preparation

After receipt of purchase order, Chem-Pruf will prepare a submittal package based on information provided by the customer. Items generally needed to create a submittal package include, but are not limited to:

- Door schedules
- Hardware schedules
- Door handings
- Wall construction

If applicable, other items that may be needed include:

- Keying requirements
- Schedule of hardware to be provided by customer
- Hinge locations
- Strike locations
- Glazing thickness

If there is insufficient information to provide a submittal package, Chem-Pruf will notify the customer by fax or e-mail requesting specific information needed to complete the submittal package. Once all required information is received, the submittal package will be provided to the customer for review and approval. Additional drawings can be furnished to the customer at additional cost. Any deletions, additions, or modifications may affect the price. If the submittal package is not returned within 45 days of issuance, Chem-Pruf has the right to revise its pricing.

Acceptance of Customers Approved Submittal

Chem-Pruf will not procure or reserve any item or production time until receipt of a complete approved submittal package. Production will not begin on any order until after acceptance of customer's approved submittal and/or approval of credit terms.

Chem-Pruf's first step in the manufacturing process involves the application of the gelcoat (**color**) to molds. In order to get a superior quality product, the gel coat is molded-in as opposed to being a post-applied process. Therefore, all color selections must be made at the same time the submittal package is approved. Shipping destination and instructions must also be provided at submittal stage. If there is no special keying listed on the submittal documents, the locksets, if applicable, will be random keyed. Chem-Pruf will not be responsible or liable for any expense incurred to cover keying modifications in the field.

Production of Order

On units prepared for hardware to be installed by others, the customer must specify the hardware to be used on the door system. Chem-Pruf will only supply hardware reinforcements for the items specifically listed on the submittal package.

Standard machining on door edge, if specified:

- Flushbolt pockets for standard flushbolts,
- Mortising and pilot holes for hinges,
- Mortise pocket for standard lock chasis
- Mortise of lockstrike.

Standard machining on the face of the door, if specified:

- Bore for a standard cylindrical lockset
- Bore for a deadbolt if specified.

Standard machining on the frame set, if specified:

- Mortises for hinges and
- Mortise for strikes for locksets

All other hardware preparations listed will only be reinforcements and not physical machining of the door or frame, unless specifically agreed to in writing by Chem-Pruf. For additional machined items, the customer must supply full size machining templates with all applicable function holes clearly marked for each opening. A faxed template, a photocopied template, a template from a template book or from a hardware manufacturer's website is not acceptable under any circumstances.

If Chem-Pruf is to install hardware provided by customer, only items specifically listed in quotation will be installed. If additional hardware is received by Chem-Pruf from the customer, Chem-Pruf will provide new pricing for the installation of hardware, or will package and send the extra hardware with the door units. It is the responsibility of the customer to ensure that the proper hardware arrives at the plant complete, on-time, and without defects. Production of the order will not be scheduled until all customer-supplied hardware is received at the plant. Chem-Pruf will not be responsible for following up with the customer, or any other party, in an attempt to secure customer supplied hardware. If Chem-Pruf does not receive the hardware required for a customer supplied hardware order in an agreed upon time, the customer will be notified and the order will have to be changed to a no hardware or a standard hardware order.

Chem-Pruf products will be shipped with all possible hardware installed at the factory; any balance of hardware will be packaged in a hardware box inside the shipping container.

Cancellations

All cancellations must be in writing and accepted by Chem-Pruf. Customer orders cancelled after submittals have been produced will be charged a 10% cancellation fee, or a minimum of \$100, whichever is greater. Orders cancelled prior to production, will be charged for restocking fees and custom materials procured for order plus a 20% cancellation fee. Once an order begins production, there will be a full charge for the order regardless of its completion status.

Payment Terms

Chem-Pruf payment terms are Net 30 days, unless otherwise agreed to in writing by Chem-Pruf. Chem-Pruf also accepts most major credit cards for payment. If invoice is not paid by 45th day, Purchaser shall pay: (a) interest on past due payments from the time they are due at the rate equal to the lesser of 18% per annum or the maximum rate permitted by law and (b) any and all costs and expenses of collection including reasonable attorney fees incurred by Chem-Pruf in its efforts to recover such amounts so due and owing. Chem-Pruf is strictly a material supplier; therefore, retention of any amount is not acceptable. Sales tax will be the purchaser's responsibility unless otherwise shown as a separate line item on Chem-Pruf's invoice.

Shipping

Approximate delivery dates are provided once order is released into production and credit terms are approved. Delivery dates are approximate only and shall not subject Chem-Pruf to any economic liability for failure to meet the estimated date provided.

F.O.B. shipping point is Brownsville, Texas. Chem-Pruf does not ship F.O.B. jobsite. Freight can be shipped collect or prepaid/added to your invoice. If not specified at time of order, freight will be shipped prepaid and added to your invoice. Title to materials sold shall pass to the buyer on delivery to common carrier at point of shipment; however, Chem-Pruf shall retain a lien for payment on the materials sold until the purchase price has been paid in full.

Storage

Each door and frame shall be delivered individually crated for protection from damage in cardboard containers, clearly marked with project information, door location, specific reference number as shown on drawings, and shipping information. Each crate shall contain all fasteners necessary for installation as well as complete installation instructions. Doors shall be stored in the original container on edge, out of inclement weather for protection against the elements.

Quality Assurance

Chem-Pruf guarantees its products against defects. It is the customer's responsibility to immediately notify Chem-Pruf Customer Service, in writing, if there is an issue with an order. In addition, the customer is urged to contact Chem-pruf Customer Service toll free at 1-800-444-6924 regarding a problem with an order. Any field repairs or modifications without prior written approval from Chem-pruf, will be the responsibility of the customer, and will void all warranties. If factory-approved repairs are necessary, Chem-Pruf Door Co. will determine all labor rates and service time. A product returned to Chem-pruf for repairs must be issued a RMA number before shipment from customer site. Suitable packaging materials and methods must be used to prevent damage to product.

Other

The following items are made a part of Chem-Pruf's terms and conditions: Chem-Pruf's warranty, and the quote terms listed on quotation.

Chem-Pruf products do not, unless specifically agreed to in writing, meet any specification or ordinances.