



SOLD ORDER POLICY

STC requires a valid PO from customer's purchasing department to process all orders.

STC will hold confirmed orders of regularly stocked, running line material up to 21 days after receipt of order. If after 21 days, your order has not been delivered or picked up, we will cancel the order and return the material to stock.

Orders for discontinued products or obsolete inventory will be held for 14 days. All orders not delivered or picked up after 14 days will be cancelled and the material returned to stock.

For special project and/or specification orders, all Builder, Multi-Family and/or Commercial jobs must have a written purchase order provided with documentation providing details such as need by or install date in order to hold this inventory. Customers with inventory on hold over 60 days will be charged \$15 per pallet, per month for extra carrying cost.

All special order material and cut goods are considered "sold" at the time the order is placed. Cancellations prior to shipment are acceptable only if we can cancel with the manufacturer. For your benefit, it is imperative you receive confirmation from customer service that your special order has been cancelled. This will ensure your account is not charged.

Every attempt will be made to notify you that your special order has been received. Such material must be delivered or picked up within 15 days of notification. Material remaining in our warehouse beyond the 15 days shall be invoiced immediately and subject to a minimum storage fee of \$25 per month.

DELIVERY POLICY

In general, all orders need to be placed by 3:00 p.m. the day prior to delivery. Due to routing challenges, the location of the inventory ordered and other delivery stops, exact delivery times cannot be established. We suggest contacting Customer Service to verify any delivery requests.

We will do our best to accommodate special requests. Delivery charges vary based on location. Our current delivery charge on an STC truck is a minimum \$70. For your convenience, when delivered on STC vehicles, we charge per stop, not per order. Jobsite deliveries and special requests will be quoted prior to approving the delivery.

For larger shipments, we ask that a forklift be available or that you provide assistance to our Driver if product is to be unloaded without a forklift. Swiff-Train Company reserves the right to use a third party delivery service when deemed necessary.