

Policies, Terms and Conditions of Sale

The following apply to all WM Coffman customers:

TO ORDER

Provided you meet the qualifying criteria, a sales representative will guide you through the set up process. You will be granted a multiplier code to enter on our electronic price list. When you're ready to order, simply email, fax or call our customer service department during the business hours stated on the back cover.

PRICING

Prices are derived via a multiplier system (set up at the time of becoming a customer) and may be reviewed or adjusted to accommodate for market volatility. Prices shown on invoices are final and must be paid accordingly.

TERMS

Subject to credit approval, payment terms are Net 30 after the date of the invoice.

SHIPMENT

Orders will be processed for shipment from one of our two Distribution Centers (Austell, GA and Plano, TX). Shipping charges are pre-paid and added to invoices unless other arrangements have been pre-approved. Freight quotes are estimates and subject to change based on actual weight at time of shipment.

WARRANTY

For a limited period of one year from date of shipment (12 months), WM Coffman products are warranted to be free from manufacturing defects in material and workmanship (please refer to WM Coffman Product Specifications for a list of natural variances acceptable within our family of products). If found to be defective by us, such products will be exchanged or credited at the customer's option. Do not return merchandise without prior approval. WM Coffman Resources, their employees, servants or agents shall not be responsible for the improper use of our products. Labor charges and/or damage incurred during installation, repair or replacement as well as incidental and consequential damages are excluded. No other warranties or responsibilities for safety or performance are either expressed or implied. A complete Limited One Year Warranty

statement is available to you and your customers in compliance with the Magnuson-Moss Warranty Act of 1975. All stair parts are for interior use and installation only- unless otherwise stated in the product description.

RETURNS AND CANCELLATIONS

Prior approval must be obtained before returning any merchandise. All returns are limited to merchandise purchased during the past 90 days and must be in the original box and be in good, saleable condition. Merchandise approved for return is subject to a 25% Restocking Fee. Stock returns will additionally require a re-purchase of equal value at the time of the return. Merchandise must be returned freight prepaid. Items which have been installed, painted, or modified for any reason may not be returned. In order to insure proper credit and acceptance of returns, a WM Coffman supplied Return Goods Authorization number should be indicated on returns. RGA is valid for 30 days. After an order has been staged for shipping no changes or modifications are allowed unless approved by customer service.

SPECIAL ORDERS

Orders for Special or Custom Parts are not subject to return or cancellation. A 50% deposit may be required on any custom order.



PAYMENTS

Remittances are payable in U.S. Currency to:
WM Coffman Resources, LLC
PO Box 677351
Dallas, TX 75267-7351

CLAIMS

Claims for shortages or manufacturing defects must be made to WM Coffman within 10 calendar days of the receipt of order. Please verify counts or identify damages before signing a Bill of Lading receipt. WM Coffman is not responsible for shortages unless noted on the delivery receipt/ Bill of Lading.