

# ASTA DOOR CORPORATION

## GENERAL INFORMATION

**Pricing:** All prices are F.O.B. manufacturing plant. All prices shown are list prices subject to current discount rates (Multipliers), except certain accessories at net pricing (No discounts apply). Prices are subject to change without notice; however, it is customary for notification of price changes to be sent 30 days prior to the effective date. Notification may be sent by phone, mail, facsimile, or e-mail. Any quotations that reflect pricing prior to the change will be honored 30 days from date of announcement.

**Quotations:** Asta Door Corporation is committed to working with our customer to provide the most competitive prices for the highest quality products. Special quotation request for specific projects must be faxed to the Asta Customer Service Department at 770-974-1455. Quotations for all models are valid for 30 days. After 30 days has expired Asta reserves the right to revise the quotation.

**Order Acknowledgement:** An order acknowledgement will be sent to a customer based on information provided on a purchase order or signed quotation that has been faxed to the Asta Customer Service Department, confirming the acceptance and entry of the order by Asta Door Corporation. It is the customer's responsibility to verify **all** the information on the acknowledgement to be correct and notify Asta Customer Service of any errors. Orders will be processed as acknowledged unless notification of any errors have been received **in writing**.

**Change Orders:** There will be no charge for any changes to stock door orders prior to shipment. If a change is required for special built orders and the order has been released to production a fee may be charged based on the degree of completion with a minimum of \$50.00 or 50% of the order. If the special built doors are complete no change will be allowed and a new order will be entered.

**Order Cancellation (Restocking Charges):** The following chart reflects the appropriate fees for order cancellation and/or restocking.

**Stock Doors (200's Only)**

Shipped	25% of order
Not Shipped	No Charge

**Special Built Doors (All Series 200,300,400 & 600)**

Shipped	No Cancellations or Restocking Available
Not Shipped <i>Based on degree of Completion</i>	50% of order (\$50.00 Minimum)

**Accessories – Stock Items**

Shipped	25% of order
Not Shipped	No Charge

**Accessories – Special Order Items**

Shipped	No Cancellations or Restocking Available
Not Shipped	50% of order

**Doors & Related Products not manufactured by Asta Door Corporation**

Shipped or Not Shipped	No Cancellation or Restocking Available
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**Minimum Order:** \$25.00 Net

**Phone Orders:** Must be confirmed **in Writing**.

## ASTA DOOR CORPORATION GENERAL INFORMATION - CONTINUED

**Credit Policy – Open Accounts:** All accounts are expected to be paid in 30 days. Invoice payments exceeding 30 days from invoice date are subject to credit hold. Customers will be notified if an account becomes delinquent or in violation of agreed terms by the Credit Department via phone and/or facsimile. Raising the credit limit on an account will be based on prior payment records. In most situations, a new customer's first order is C.O.D., pending a credit check, which can take up to 2 weeks to complete.

**Deposits/Prepayment:** Deposits or prepayments may be required for non-established accounts. This may also apply to special built doors or other special situations for established accounts.

**Cash Discounts:** 1%, 10 Days. This is only available to customers with an established account and current payment records. This does not apply to C.O.D. or C.I.A. customers.

**Joint Checks:** Asta Door Corporation will work with its customers regarding joint checks, providing credit information is acceptable and approved by us. The minimum amount on all joint checks is \$5000.00 and is subject to a 5% finance charge added to the order.

**Sales Tax:** Asta Door Corporation is required by law to collect sales tax in every state. The applicable tax rate is based on the ship to address. For example, the purchaser is in Georgia and the product ships to Florida. The tax rate at the destination point in Florida will apply. All orders are subject to sales tax unless a sales tax exemption form is provided to Asta Door Corporation. Any changes in tax rates that are in effect at the time of invoice and are not collected due to an unforeseen error (change in final destination, special tax not in effect at time of quotation) will be collected through a new invoice. Conversely, if we over estimate the tax rate a credit will be issued.

**Special Equipment:** When specifications are encountered, or for any special equipment not shown in the price list, consult Customer Service for pricing and application data.

**Shop Drawings:** Standard shop drawings are available upon request.

**Returned Material:** No material is returnable without **specific written authority** from the Asta factory. A copy of the authorization form must accompany returned materials (Contact Asta Customer Service). Any material returned without specific written authority will be refused and returned freight collect.

**Shortages:** No labor charges shall be allowable for any shortage of parts. Distributors are encouraged to maintain the "Miscellaneous Hardware Parts" kit, which is available from the Asta factory. This supply of parts will provide adequate replacements whenever a shortage should occur. The following procedures may apply to shortages:

- A. Fasteners – No replacement of fastener shortages will be honored except when all fasteners are missing. Normal packaging includes enough overages to accommodate occasional shortages.
- B. Hardware – Actual shortages will be replaced, at no charge, upon receipt of the packing slip. This list should be noted to identify the missing parts, which will then be shipped prepaid to the Distributor's place of business. Be certain that the invoice number is included on the packing slip that you return to the Asta factory.

## ASTA DOOR CORPORATION GENERAL INFORMATION - CONTINUED

**Back Orders:** The customer will be notified as early as possible by phone, facsimile, e-mail, or notation on shipping documents of any item(s) not shipped with the original order. All back orders will be immediately rescheduled for the same mode of shipment as the original order. Any alternate mode of shipment chosen by the customer in lieu of original mode and/or extra packaging required for an alternate mode of shipment will be at the customer's expense. No allowances or credits will be allowed for late delivery.

**Lead times:** Lead times vary by product. Special built doors or larger quantities may require additional lead-times to produce. Contact Asta Customer Service for current lead-times.

**Field Complaints:** All field problems should be directed to the Asta Customer Service Department. Any claims for credit, replacement or shortages, returned material, etc., must be filed in writing with Asta Customer Service. Such reports must contain all pertinent data (ID numbers, part number, dates and/or problem, etc.) or else, we will be unable to act upon these difficulties. It is our intention to rectify or respond to field complaints as quickly as possible, but we require total job information in order to do so. Should factory personnel be required to make field inspections of job sites, and the complaint is due to faulty installation, the customer will be invoiced for the amount of the trip, plus labor and per diem.

**Field Labor Claims:** Claims for field labor will never be authorized to compensate for hardware shortages, incorrect materials, incorrect product dimension, or other easily detectable mistakes. Most, if not all, of these types of errors, can be readily identified by an alert distributor in his shop before a door is taken into the field. These problems can therefore be corrected without undue cost or difficulty. Furthermore, an experienced installer can easily correct minor problems at the job site without particular difficulty. In like manner, claims for the field labor on materials replaced under guarantee will not be allowed. The warranty policy clearly states that the Asta factory shall replace material only. Any labor cost incurred for warranty replacements will be at the Distributor's expense and should be considered a part of their cost of doing business. Any distributor for any type of overhead door manufacturer must expect to perform a certain amount of reworking or touching up without expecting any reimbursement from the manufacturer. Asta denies any responsibility for such claims. There are two situations, however, for which Asta Door Corporation may give consideration to claims for field labor:

- A. If replacement field labor charges are incurred as a result of a defective component, which Asta purchases from an outside supplier, we will honor reasonable back charges, as a result of such labor, to the extent that Asta can also receive similar credit from the responsible outside vendor.
- B. If a Distributor receives an allegedly defective product that cannot be reworked or will not provide satisfactory installation, Asta will consider reimbursement for such exceptional field labor back charges as may reasonably be incurred to correct the problem. All such claims must be submitted in writing to Asta Customer Service.

## ASTA DOOR CORPORATION GENERAL INFORMATION - CONTINUED

### ***Field Labor Claims Continued:***

Where labor charges are of the nature as described in Paragraph (B) on previous page, the Distributor must contact Asta before the products are reworked or returned for any such labor charges are subsequently incurred. We will not honor any claims for labor assistance that did not receive prior approval or authorization from the factory. Also, please note carefully the following condition regarding a multiple door installation: When more than one door of the same size and construction are being installed, the Distributor should first install one door to assure the adequacy and correctness of the installation. When the first door is proven to work properly, then proceed with installation of the balance of the doors. Field labor back charges will be disallowed on a multiple installation if this procedure has not been followed. Our liability should be minimized to the amount of labor required to correct only the first door that was installed.