

Texton General Information & Freight Policies Effective August 1, 2008

Miscellaneous Fees:

Handling Fee: A \$3.75 per unit packaging fee will be added on all products.

Rush charges: \$20 per unit for a 48-hour rush; \$40 per unit for a 24-hour rush.

Payment Methods: Texton accepts all major credit cards (except American Express) and checks either mailed or faxed to 972-276-5104. Faxed checks do not have to be mailed.

Returns: Please obtain a Return Goods Authorization (RGA) number before any merchandise is returned so that we can expedite your product. Payments to Texton should not be withheld if awaiting adjustments for a claim. On manufacturing and order entry errors, Texton reserves the right to have a product returned for repair or remake. All remakes are entered at normal charge. Credits will be issued upon return and verification. Upon inspection, if credit is denied, you will be notified and can decide whether or not you want the product back.

Sample Orders: All chargeable sample orders will include shipping costs. Any customer in the state of Texas will be charged sales tax on their sample order even if they are tax exempt.

COD Shipments: In order to speed delivery times on distributed products, and to avoid additional freight charges (Texton pays one leg of shipment only), please make full payment in advance so order can be shipped directly to you. If you have not prepaid and will not be available at the time of delivery, please contact customer service for the full amount that you can leave for the driver. This will help avoid any further delays.

Freight Charges: Texton pays UPS one-way on all product orders excluding the following:

- Shutters
- Sample & display orders
- Chargeable repairs
- COD refusals
- COD second-leg shipments
- Incorrect shipments due to inaccurate information given to Texton
- Warranty work (after one year).

Oversize Freight: Any boxes that cannot be shipped by UPS (approximately 90"wide) must be shipped by a common carrier. Common carrier shipments will be charged \$95 within the Texton trading area and \$125 outside the Texton trading area. Trading area includes TX, LA, NM, OK, MS, TN, AR.

Damaged Shipments: We strongly recommend that immediately upon receipt you inspect your entire order. Claims on damaged merchandise must be made within 10 business days of receipt. When you receive a damaged box, it is extremely important to mark "damaged" on the delivery receipt. No claims after 15 days will be accepted. If your order is damaged in shipping, **keep damaged boxes and packaging materials as well as the tracking label or Pro number. Damaged merchandise will be inspected by the freight representative.** Do not throw anything away. Do not install product prior to inspection. Texton will issue a remake or repair order after your notification per the original order.

Concealed Damage: (UPS): Occasionally, damaged shipments may not be noticed until the boxes are opened. These concealed freight damage situations need to be reported to Texton within 10 days of receipt. **Be sure to keep all damaged boxes and packaging with the damaged merchandise. Damaged merchandise must be held in the original (damaged) box until the freight representative has made their inspection.** Texton will issue a remake or repair order.

Concealed Damage: (Common Carrier): If you know of, or suspect freight damage, **be sure to write on the bill of lading "damage" or "suspected damage"**. If you only sign your name on the bill of lading, you are verifying that there is no damage and therefore no claim can be made.