

Terms and Conditions for the Receipt and Inspection

Commercial Doors

To protect your rights you must inventory and inspect your purchases (“product(s)”). Please read the following carefully.

Unloading: You, the customer, are responsible for unloading the products when the truck arrives. These materials are normally shipped via contract carrier (truck lines) and the carrier does not have equipment for unloading and, in most cases, will not assist nor are they required to assist in unloading. It is solely your responsibility to ensure that you have sufficient equipment and manpower to unload the product(s). Door size is stated with four or more numerical designators, e.g., 3074 is 3’0” wide x 7’4” tall and 120110 is 12’0” wide x 11’0” tall. To assist you in determining the proper equipment and/or personnel needed, please use this rule of thumb to estimate the weight of the door; for non-insulated doors – width x height x 3.5. For insulated doors – width x height x 7.0. You may also send an email to shipping@cabotcomponents.com to inquire as to the packaged weight of a given door.

Inventory: It is absolutely essential that you inventory all shipments within the specified time frames and in accordance with the instructions below. Do the inventory in the specified time frame and document missing items or report damages in accordance with the inventory instructions that follow. This will allow us to replace the missing or damaged items. Use the materials list to check off each item as you remove it from the truck. Bundled items must be counted and examined as you unload them. If there are any containers that appear to be damaged, please open and check the contents immediately. If there is a problem with the material, contact us at shipping@cabotcomponents.com or call 866-568-6594. Visually inspect your products, but do not remove wrapping material until it is appropriate to do so. (See your product instructions). You have three (3) calendar days to report hidden damages or shortages. Claims must be made in writing, by post, fax, or email. This provision only applies to materials that are enclosed in sealed containers that show no evidence of external damage. Should you determine that any items are damaged or missing, **you must note the part numbers and condition on the bill of lading before you sign it.** You should also call us at 866-568-6594 to report shortages and damages so that we may begin working to resolve any discrepancies at the earliest possible time. However, we will still ask that you fax, email or mail written documentation. In spite of our suppliers quality control efforts, a lot can happen from the time that the truck leaves the plant and it arrives at your jobsite. Therefore, we ask you to carefully inventory your delivery in order to protect both yourself and Cabot Components Corporation. The bill of lading is our only documentation of the condition of the load when it arrives at your jobsite. Without this proof, we cannot be held responsible for items reported missing or damaged. Again, please annotate the bill of lading and the attached checklist.

Delivery Instructions: 1. Delivery Date - About the time that your products ship, an estimated delivery date will be provided via email. **IMPORTANT!!** These delivery dates are estimates only, because we cannot foresee or prevent delays of the carrier (see the General Terms and Conditions for specific discussion). We pay the truck line to call you, but we cannot guarantee that they will do so in a timely manner. It is possible, though rare, that they may call you the day before or the day of the delivery. 2. Contact Information - It is very important that your contact information is correct. If you do not provide a good telephone number then we and our representatives will not be able to contact you concerning your shipment. 3. Access - As part of completing the purchasing process, you are given the opportunity to make selections that describe your delivery circumstances. Specifically, you are asked: Is your product(s) delivering to a residential address and if so, is a small truck required? If you know that the product is delivering

to a residential address that cannot be accessed by a tractor-trailer and you do not select Smaller Truck Needed For Residential Delivery, the carrier will bill you for any additional costs (probably at a rate much higher than our negotiated rate). Most deliveries are made on an 18-wheel tractor-trailer with a 50 foot trailer. While it may not be available in all areas, if you want your products delivered on a truck with a lift gate, select the Request Truck with Lift Gate option. Should you select this option and a lift gate truck is not available for your area, we will either credit your account or send you a refund for the lift gate charge.

If you have questions about your order or your delivery, contact us at shipping@cabotcomponents.com or call us Monday - Friday, 9:00 a.m. to 5:00 p.m. Central Standard Time at 866-568-6594.

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