



## Order Policies, Pricing, and Scheduling

Please read through to gain an understanding of our process:

- Prices are only good for 30 days. ALL orders will be adjusted for current material cost at time of production if beyond 30 days of bid or order date.
  - However, unless the price has fluctuated by more than 10% we will not require any additional payment nor will we refund if price has gone down.
  - In the case that the price has fluctuated by more than 10% (up or down) we only require payment of the percentage above 10%. So if an order has gone up by 15% since payment, we will only require 5% additional payment. The same is true if an order has gone down in cost. We will refund the percentage past 10%.
- (\*Only applies to non-accredited customers\*) Full payment is required for a job to be scheduled. Scheduling is dictated by date of payment. There are many other factors which affect scheduling. It is best that both parties stay in contact as a job is added to the schedule, and towards the time of production, as dates may fluctuate.
- (\*Only applies to non-accredited customers\*) To receive the information for individual truss designs (required for permitting) we require 5% of the quote.
  - This is non-refundable but will be applied to the payment if trusses are ordered.
- Build dates and ship dates are NOT guaranteed. Equipment failure, weather, material shortages, etc. can all lead to changes in build dates for an order. We do not recommend scheduling a crane until the trusses are on-site, as, in some instances, the delivery could be delayed.
  - We try as hard as we possibly can to fulfill orders in a timely manner. We aim to satisfy you the customer in every way.
- If there are to be any changes made to an order, they MUST be done within 30 days of the production date. Otherwise, the order will be pushed back a minimum of two weeks.
- If any significant changes are made to a job which will affect costing, the job will be repriced, and the difference will be owed.
- It is the owners/contractors responsibility to ensure all truss designs and dimensions are correct prior to fabrication.
- It is the owners/contractors responsibility to inform of any plan changes or deviations.
- It is the owners/contractors responsibility to insure that a proper site has been staged for truss delivery. As well as clearing any obstructions along the way that may interfere or complicate delivery.
  - Delivery is subject to weather conditions and may need to be rescheduled if considered dangerous or overtly difficult.
- It is the responsibility of the local governing agency to verify snow loads and design criterium before issuing building permit.
  - It is also the responsibility of the local governing agency to ensure that the project conforms to existing building codes.
  - The local governing agency also vouches that the architectural and structural documents used for construction are adequate.
- Any problems/repairs will be handled on an individual basis. The party at fault will be responsible for any incurred costs. Or if fault lies with both parties an agreement will be made on how to best solve the issue.
- Snake River Truss reserves the right to refuse service to anyone.

Purchaser Print Name \_\_\_\_\_

Purchaser Signature \_\_\_\_\_

Date: \_\_\_\_\_

