



TERMS & CONDITIONS

LEAD TIMES

TACO's lead times are based on product availability and the time it will take to prepare and package products to avoid freight damage.

Unless otherwise stipulated, TACO will ship most stock orders the same day if they are received before 10:00 a.m. Orders received after 10:00 a.m. will ship the following day.

All orders will be confirmed via telephone call or fax by Customer Service. If a product is out of stock, you will be advised of the anticipated ship date.

FREIGHT PROGRAM

TACO's freight program has been designed to minimize the amount of damage that can occur in transit while ensuring efficient delivery time for your needs. The options available are:

- TACO direct orders within the regional areas serviced by a company owned vehicle will be delivered free of charge.
- Common carrier. Orders will ship freight collect on your carrier of choice. TACO can assist in recommending a carrier and providing approximate freight quotes.
- UPS / Fed-Ex. Orders will ship prepaid and freight charges will be added to the invoice. Orders can also ship as "Consignee billing" (recipient of goods will be paying for freight) or "Third Party billing". Each of these instances requires an open account with the chosen carrier. TACO will advise on weight and size limitations at the time shipping arrangements are being made. The current standards are 130 inches in combined length and girth and/or 108 inches in length.
- TACO EZ-Air Program. This program allows a quick turn around on lineal profiles between 144" and 240" in length with a delivery time of four days in the continental US. For your convenience, freight charges will be prepaid and added to the invoice. The fee schedule for this program is based on package weight and dimensions, with a flat rate assigned to each category as follows:

Weight	Freight Rate
1 to 20 lbs.	\$54.00
20 to 30 lbs.	\$64.00
30 to 40 lbs.	\$74.00
40 to 50 lbs.	\$84.00

Please note that packaging weight is not included in product weight but will be added to total product weight before freight fee calculations are made.

Shipments exceeding the weight limits and dimensions listed above will require a special quote by Customer Service. These rates apply to major metropolitan areas only; additional charges may apply in rural and residential areas.

DAMAGE, LOSS AND/OR SHORTAGE

TACO exercises the utmost care when packaging and shipping products to ensure your order is received in good condition. Any visible damage or lost packages noticed at the time of delivery must be communicated to the freight carrier immediately and a claim should be filed (TACO recommends adding a written note to the freight bill). TACO can assist with the process of filing a claim by providing information on the number of packages, shipment details and tracking but is unable to file a claim directly with the carrier once the goods have been received and accepted. It is also important that goods are inspected quickly to discover any hidden damages or shortages. Any additional shortages or damages should be communicated to Customer Service within five (5) days of receipt to ensure a replacement order is promptly processed.



TERMS & CONDITIONS continued

RETURNED GOODS POLICY

TACO products are all carefully tested and inspected to ensure optimal levels of performance.

It is the responsibility of the receiving party to check all materials to ensure form & fitness for the application for which product was purchased. In the event that material is not fit for application, TACO liability is limited to material cost. Once product is altered in any fashion, TACO's liability ends. It is TACO's discretion whether product will be repaired or replaced without charge, subject to the performance guarantees stated in TACO's warranty.

All returns require prior authorization from Customer Service. An RM (Returned Materials) number will be issued for goods that appear to be defective or shipped in error. TACO will pay return freight and replace the goods in these two instances. On all other instances, a minimum restocking charge of 20% will be applied and TACO requires the goods to be shipped back freight prepaid. Please contact Customer Service for more information.

The following requirements are also applicable for returned goods:

- A copy of the original invoice must accompany all returns.
- TACO is unable to accept special order products (made to order, cut to length, etc) for return or credit.
- Goods must be returned in original condition and packaging to avoid additional charges.

BUSINESS HOURS

Offices hours are from 8:00 am to 5:00 pm, Eastern Standard Time, Monday through Friday.

PAYMENT TERMS

The accepted terms of payment are COD or Net 30 upon proper credit approval. To obtain a credit application and a list of credit requirements contact Customer Service.

PRICES

Products should be ordered in standard pack multiples (as defined in TACO's architectural price sheets). All products ordered in less than standard pack quantities will be priced at Special Order pricing - a 20% surcharge above standard pack prices.

All prices listed on the price list are subject to change without prior notice

MINIMUM ORDERS

TACO does its best to be easy to do business with. Therefore, a minimum order requirement has been eliminated for architectural trade customers. However, any orders below \$100 will be charged a \$10 handling fee. Additional charges may apply for cutting, coiling or special packaging.

SPECIAL ORDERS

As a service to TACO customers, products that have been deleted from the 2003 catalog can still be purchased if available from stock. TACO will be pleased to provide pricing for unique lengths and colors of any extruded products listed in the catalog. Minimum quantities vary based on profile weight, material and finish requirements.

SAMPLE POLICY

TACO is pleased to provide free samples of any featured catalog items. To request a 2-6 inch sample of any lineal profile, please contact your TACO representative. Samples will ship freight prepaid via UPS-Ground or US mail within 48 hours of the original request.

A NOTE TO VALUED CUSTOMERS

TACO sells exclusively to architectural trade customers.

TACO trade customers consist of architects, design professionals, mirror specialists, glazing contractors, metal fabricators, fixture & display manufacturers, facility/maintenance managers and licensed contractors.

If you are a consumer and see something on our Web site that you would like to purchase, please call us at 800-226-8201 for one of TACO's distributor partners near you.

POSSESSION OF THIS CATALOG DOES NOT ENTITLE THE BEARER THE RIGHT TO PURCHASE FROM THE COMPANY.