



Ordering Policies & Procedures

Revision 2.0

02/22/11

The purpose of this document is to outline the terms of conditions of material distribution as related to ordering, shipments and returns.

Table of Contents

I.	Ordering Procedures.....	3
II.	Shipping Policy	3
III.	Return Policy	5
IV.	Terms & Conditions of Sale.....	7

Ordering Procedures

- **Placing an Order**

- Office hours: 6 am to 5 pm Pacific Standard Time
- Phone Orders: Contact Customer Service at 800-426-1626
- Fax Orders: 760-284-6346, please call to confirm receipt of faxed order
- Email order: orders@ibroof.com
- Online ordering: go to www.orderib.com – to obtain a user ID and password for online ordering please contact customer service at 800-426-1626
- Note: Orders will not be billed until shipped. Sales tax and shipping charges apply where applicable. Exempt certificates must be supplied at the time of ordering for all tax exempt projects. Allow 24 hours for order processing. A current price list may be obtained online at www.ibroof.com.

- **Quotes**

- Please contact your local IB Representative to obtain a written quote for Membrane, rigid insulation, DensDeck, accessories and specialty items. The contractor is responsible to provide a written quote and/or quote number at the time the order is placed to ensure accurate pricing.

- **Notice of Award**

- The Notice of Award (N.O.A.) form must be completed for projects wherein a workmanship warranty is required. This form is utilized by the IB Technical Department to review your project before installation. This process aids in code compliance and proper application procedures. Following instructions on this form will act as your request for inspection and warranty upon completion of the project.

II. Shipping Policy

- **Transporting Options**

- **Truck:** It is imperative that you inspect your shipment upon delivery and note any damages on the bill of lading before the driver leaves. All claims need to be handled between you and the trucking company; however, we would be glad to put you in touch with the trucking company representative to expedite any claims you may have. Our product will be shipped in an enclosed trailer unless specified otherwise. There may be additional shipping charges related to utilizing alternative shipping carriers or trailer. Unloading an enclosed trailer will require the use of a loading dock and a fork lift. If you do not have a loading dock you must request a lift gate equipped trailer so that the product may be lowered to ground level. If you are unable to receive trucks at your location or lack the proper equipment to unload a truck you must specify to have your material shipped to the closest trucking company terminal for a will call pick-up. Please review delivery options with your customer service representative when placing your order.

- **UPS:** These shipments are limited to small packages (size). Hazardous or flammable materials can only be shipped via Ground. Please specify Ground, next day, 2nd day or 3rd day shipment.
 - **Air Freight:** These shipments can arrive same day or next day. No Hazardous or flammable material can be shipped via air freight. Airfreight is available for pallet loads.
 - **Will Call:** You may Will Call materials at any IB Facility Eugene, Las Vegas, Dallas, Chicago or freight company. Ask your customer service rep for specific locations of IB facilities or local freight company terminals.
- **Shipping Confirmation**
 - A shipping confirmation will be emailed or faxed once the order has shipped. The confirmation provides important information such as the trucking company utilized, shipping date, and tracking number. The tracking information is specific to your order allowing for online tracking. Allow 24 hours to process your order and refer to the trucking companies guidelines for delivery date.
- **Freight Policy**
 - Contractors are responsible for freight for all order less than 100 squares or quotes wherein freight is Specified FOB IB Roof Systems. Quantities larger than 100 squares will be shipped “**Freight Free**”. The free freight promotion is limited to the lower 48 United States and is not to exceed eight dollars per square (example \$800.00 per 100 squares of material). Fuel surcharges apply on qualifying free freight when the national average price of diesel (Department of Energy index) exceeds \$3.75 per gallon.
- **Fuel Surcharges**
 - Fuel surcharges apply on qualifying free freight or FOB destination freight quotes when the national average price of diesel (Department of Energy index) exceeds \$3.75 per gallon.
- **Back Orders**
 - IB will pay for Ground UPS or truck freight charges for accessories that are out of stock when your membrane is shipped. IB Roof Systems is not responsible for freight cost when membrane is out of stock.
- **Custom Order Items**
 - Freight is the responsibility of the contractor. Custom order flashing and metal will require a drawing. Custom orders for membrane require minimum orders of 600 squares.

III. Return Policy

- **General**

- All sales of IB Roof Systems roofing products and accessories are final.
- No products returned to IB Roof Systems will be accepted for exchange or credit without prior approval by IB Roof Systems for the return and the following terms are met:
 1. Adhesives pourable sealers and sealants, etc. must be returned within 30 days of the I B Roof Systems factory ship date. IB Roof Systems rolled goods must be returned within 3 months of the IB Roof Systems factory ship date.
 2. The material to be returned must be inspected by the local I B Roof Systems sales manager and a written authorization to return the material must be obtained from I B Roof Systems prior to initiating return shipment.
 3. The written authorization will include the following information:
 - a. An exact description of the product to be returned (product name, type, color, lot #, etc.).
 - b. The exact quantity of product authorized for return.
 - c. The reason for the return.
 - d. Applicable material invoices.
 4. Only full rolls/containers of merchantable products in original, unopened packages unaffected by weather (i.e. fading, etc.) will be accepted for return, restocking, and credit issuance. The IB Roof Systems Plant Manager, or his designated representative, is responsible for determining the acceptability of returned product for restocking and credit issuance.
 5. Only IB Roof Systems Standard Products (as designated on currently published IB Roof Systems Price Sheet) will be accepted for return. Special Made-To-Order Products and Rigid Insulation Products will not be considered for return.
 6. All returned products that are accepted by the plant for restocking are subject to a restocking charge equal to 15% of the original invoice price and payment of outbound freight, unless previously invoiced. This charge will be deducted from the credit memo, when issued.
- A customer returning material to IB Roof Systems will be responsible for all shipping related matters, including payment of freight and filing of any damage or loss claims with the carrier. It is recommended that photographs be taken of the material to be returned at the time of pick-up in the event that damage claims are necessary. Please be aware that certain products in sufficient quantity may be classified as hazardous material, and must be returned in compliance with hazardous transport (HAZMAT) requirements. This includes the use of a licensed HAZMAT transport carrier.

- Please contact IB Roof Systems' customer service department to discuss any returns prior to returning products to IB Roof Systems.
- IB Roof Systems does not accept returns on product delivered over 90 days.
- Prior to a credit being issued, all products will be inspected by the IB Roof Systems' Quality Assurance Manager, or an inspector. This may affect credit issued.
- Product is credited to the billing account only. No refund checks will be issued. Third party accounts will not be credited.

- **Restock/Freight Fees**

- In situations where the wrong product was ordered, the wrong quantity was ordered or project changes, the customer will be responsible for outbound freight, Return Freight.
- There may be a restocking fee of 15% on some orders.
- The customer, upon receiving an approval, is responsible for arranging prepaid freight to Eugene, OR or Dallas, TX. We would request 24 hours notice before delivery.

- **Special Orders**

- Products such as scuppers, special flashing, special metal, insulation adhesive, and special run items are considered "special orders". There are no returns on "special orders."

- **IB Roof Systems Responsibility**

- IB Roof Systems will accept returns and responsibility on any product due to a(n):
 1. Error in order entry.
 2. Error in order processing.
 3. An order released before the requested ship date.
 4. Product arrived damaged.
 5. Other circumstances as deemed appropriate

****When IB Roof Systems is paying freight on a return we will arrange for trucking****

- **No Returns on the Following Products:**

- Special order cones
- Scupper and Metal,
- Insulation
- Insulation adhesive
- Taper systems
- Cricket systems

IV. Terms & Conditions of Sale

- Prices contained herein are subject to change without notice.
- Except as expressly provided herein there are no warranties expressed or implied and the implied warranties of merchantability and fitness for a particular purpose are expressly excluded. No agents of IB Roof Systems, Inc. or any other party are authorized to assume any liability for or on behalf of IB Roof Systems, Inc. or to make any written or oral warranties beyond those set forth in its printed materials.
- Material use and determination of the suitability of any material furnished hereunder for the use contemplated by buyer, other than uses expressly specified by IB Roof Systems, Inc. are the sole responsibility of buyer, and IB Roof Systems, Inc. shall have no responsibility in connection therewith. Buyer's sole and executive remedy is either replacement or replacement of the purchase price at seller's election. Seller shall not be liable for any direct, indirect, special, incidental or consequential damages.
- The buyer should inspect the material promptly upon delivery and note on the delivery receipt any shortages or damage to be claimed and it must be claimed in writing within two (2) business days of date of delivery. If no note of damage or shortage has been made on the delivery receipt, the delivery shall be used as a basis of final invoicing and buyer shall have waived all rights to claim damage of any kind.
- IB Roof Systems, Inc. will not be liable for any loss or damage for its failure to ship any order in accordance with the terms of the order where such failure is caused by a requirement of government agency or authority, shortage of raw materials, strikes or other labor trouble, fire, riots, wars, acts of God or other causes beyond the control of IB Roof Systems, Inc.
- All accounts and obligations of any kind or type shall be payable to the office of IB Roof Systems, Inc. in Eugene, OR.
- Acceptance of the goods delivered pursuant to an invoice shall mean the buyer accepts and agrees to all the terms and conditions contained herein. By acceptance of the goods which an invoice accompanies, you agree that any dispute between you and IB Roof Systems, Inc. shall be enforced pursuant laws of Oregon.