

CREDIT	A completed and signed credit application must be on file with Lawrence Roll-Up Doors, Inc. Credit Department. Once credit is established, all orders are subject to credit approval. Open accounts may be closed at any time due to inactivity or failure to comply with terms.
TERMS	For open accounts with approved credit, normal terms are net-30 days. Past due accounts are subject to a service charge.
ORDERS	<p>Orders must be complete and include all required information prior to processing. Written confirmation of all orders is required prior to processing. Following is the minimum information necessary for any order. Depending on the type of order, additional information may also be necessary.</p> <ul style="list-style-type: none">• <i>For Service Doors, Grilles & Rolling Closures</i> – Specify size, model, mounting, type of wall construction (width and thickness of flange if mounting to steel), operation and hand, curtain construction (if choices are available), options, clearances, and any special requirements.• <i>If a door, grille, or closure is motor operated</i> – Specify operator model, horsepower, voltage and phase, mounting, options, and any special requirements.• <i>For Fire Doors & Counter Fire Doors</i> – Also provide wall thickness, ceiling height (or distance from top of opening to ceiling), hourly rating (1½, 3 or 4 Hour as applicable), and street address of where door is to be installed. If a door is to be mounted to drywall construction, also specify the type and size of jamb, number and thickness of layers of drywall, and distance from the edge of the opening to the center of the jamb.• <i>For Side-Folding Grilles & Closures and Folding Gates</i> – Specify size, model/series, mounting, type of wall construction, single slide (hand/stack) or bi-parting, curtain construction (if choices are available), options, clearances, and any special requirements.
MINIMUM CHARGE	Minimum charge for any order is \$50.00 (net) plus applicable packaging, taxes and shipping charges.
CHANGES	Orders that are changed after processing may be subject to additional charge.
CANCELLATIONS	Orders that are canceled after processing may be subject to a cancellation charge. Orders for non-stock items may not be cancelable.
RETURNS	Stock items may be returned with prior approval from Lawrence Roll-Up Doors, Inc. and are subject to a 25% restocking fee. Non-stock items or electrical component parts cannot be returned. Items may not be returned without a Return Materials Authorization (RMA) issued by Customer Service.
SHIPPING	<p>Lawrence Roll-Up Doors, Inc. will make every effort possible to meet scheduled shipping dates.</p> <p>Buyer will be notified when items are ready for pick up. Items will be held for 5 working days after notification, at which time the order will be invoiced and the billing cycle begins.</p> <p>Items received by a common carrier or other means of the buyer's choice shall constitute delivery to the buyer. All risks of damage or shortages in transit are assumed by the buyer alone and shall not constitute cause for delayed payment for the items purchased. In the event of damage or shortages in transit, the buyer must direct claims and inquiries to the carrier.</p> <p>Buyer is responsible for counting and inspecting all items received. Any shortages or damage must be noted on the freight bill before the carrier leaves. Buyer must also provide Lawrence Roll-Up Doors, Inc. with written notification within 48 hours of any shortages, damages, or other problems.</p>

WARRANTY

Doors, Grilles, Rolling & Side-folding Closures and Folding Gate products manufactured by Lawrence Roll-Up Doors, Inc. are warranted against defects in workmanship and materials for one year (two years for H-Series and P-Series Doors and Grilles and DC Series Folding Gates) from date of shipment, provided designed cycle life is not exceeded. Additional warranty terms, conditions and limitations may apply. See *Warranty* pages for complete information.

No warranty shall be honored unless full payment has been made within terms. Warranty is void if items have not been properly installed and maintained, or modified, misused, abused or neglected in any way.

Claims resulting from shortages, fabrication errors, or warranty issues shall not be honored without prior approval from Lawrence Roll-Up Doors, Inc.

If replacement materials are necessary to resolve a potential warranty condition, a PO for the materials may be required pending determination that warranty applies. Materials will be provided based on normal lead times and will be shipped via the most cost effective method. If expedited shipment is required, buyer will be responsible for difference between the normal and expedited price.

If an allowance for labor is authorized, it will be based upon the warranty labor rate determined by Lawrence Roll-Up Doors, Inc. and not the buyer's rate normally charged. Overtime, prevailing wage, union labor, guard service, special supervision, equipment, travel time, and other related charges will not be allowed.

MERCHANTABILITY

Buyer assumes complete responsibility for satisfying the needs of the end user, i.e. specifications, applications, operation, appropriateness of the products supplied to the buyer by Lawrence Roll-Up Doors, Inc. It is also the buyer's responsibility to ensure that the jamb construction and building structure is adequate to provide proper support.

SPECIFICATIONS

Short form specifications outlining standard construction for each product are as shown on the *STANDARD CONSTRUCTION* page for each product. Complete architectural specifications are also available for each product. All specifications are subject to change without notice or obligation.

SHOP DRAWINGS

Shop drawings will be provided for any order upon request. When shop drawings are provided, a signed and approved copy must be returned prior to fabrication.

Lawrence Roll-Up Doors, Inc. standard submittals for architectural approval consist of black and white reproductions of standard format shop drawings and specifications on standard 8 1/2" x 11" (or 11" x 17") plain paper. Standard Operation and Maintenance Instructions are provided when requested and are also available for download from our website. Other special requirements (scale drawings, sepia prints, engineering calculations, licensed architect/engineer review stamp, or other special requirements) may also be available for an additional charge.

CUSTOMER SERVICE

It is our intention to respond as quickly as possible to any questions or complaints that the buyer may have. Any claims or disputes should be addressed in writing to Customer Service. Please include the date of order, buyer purchase order number, Lawrence Roll-Up Doors, Inc. job number, invoice number, model/parts numbers, identification of the item in question, and a brief description of the claim.

If Lawrence Roll-Up Doors, Inc. factory personnel are required to make an on-site inspection related to a complaint, and it is determined that the complaint is the result of improper installation, lack of maintenance, unauthorized modification, misuse, abuse, neglect or other non-warranty related cause, the buyer will be charged for travel and time on-site.

SALES & TECHNICAL SUPPORT

Brochures, specifications, details and clearances, installation instructions, operation and maintenance instructions, and other types of sales and technical support are available for download from our website.