

MONARCH



Materials Group Inc.

Terms of Sale

Ordering Procedures:

1. Orders shipping from Iowa should be emailed to mmgorders@monmatgrp.com or faxed to (515) 993-4372.
2. Orders shipping from Denver should be emailed to denverorders@monmatgrp.com or faxed to (303) 935-4670.
3. All orders will receive an order acknowledgement.
4. Changes to the order will be accepted for 48 hours after the receipt of acknowledgement.

Lead Time:

1. Normal product delivery is 2 weeks from the date of order.
2. Custom items may require a lead time of 3 to 4 weeks.
3. Lead times are improved with email submission of orders and correct part numbers. The customer will be notified if seasonal demands impact these time frames.
4. Quick Ship Program: We offer the program with a 2 day manufacturing time plus freight time. The added cost is 25% of your net price and is subject to approval of entry time depending on manufacturing capacity. Contact Monarch customer service for more details.

Returns:

1. Returns will be considered on products in original condition within 30 days of the invoice date.
2. Custom products are non-returnable.
3. Only standard products are eligible for return.
4. A 25% restocking fee will apply to all approved returns.
5. Prior to shipment, all returns must be approved by Monarch and be accompanied with a RMA (Return Merchandise Authorization).
6. No returns on items after 30 days of invoice date.

Claims:

1. All claims must be made within 1 week of the receipt of the material
2. No allowances for loss or damage of goods in transit for freight arranged by the customer.

Product Application:

1. It is the responsibility of the owner, architect and/or builder to select products that comply with applicable laws and building codes that are appropriate for the application and use.