

SALES POLICY

Possession of an Aurora price list does not constitute authority to purchase and/or sell products contained within. Aurora Storage has the right to refuse any purchase order.

GLOSS-TEK™ COLORS

Aurora Storage Products are coated in Gloss-Tek™; an eco-friendly, non-emissive textured powdered coat. There are 32 standard colors; custom colors are available and are subject to longer lead time and an additional charge. A metal color chip of the special color is necessary for paint matching.

NOTE: Even with metal sample matching, shading and gloss can vary. Be careful when matching new equipment to product of the same color that has been in the field for several years. Product closely exposed to fluorescent lighting or sunlight can fade. If a perfect match is required, forward a sample to Customer Service.

WOOD-TEK PRODUCT

Orders in non-standard Wood-Tek stain and wood species requires a stain match and approval. Special caution must be given to matching new product to product which has been in the field for several years. Product exposed to sunlight or fluorescent lighting can fade or darken. Aurora Storage will not guarantee or be responsible for the character of wood including natural variations in color, grain, and texture, and may differ slightly from sample.

TERMS OF PAYMENT

Net 30 days from date of invoice. We accept Visa and MasterCard.

WEIGHTS

Weights are not intended to be used for structural load bearing calculations. Shipping weights can be obtained from Quik-Quote or by consulting Aurora Customer Service.

SPECIFICATIONS

Subject to change without notice.

DISCONTINUED ITEMS

We reserve the right, without notice, to discontinue the manufacture and sale of any items within our product lines.

FREIGHT POLICY

Aurora Storage offers multiple freight options. Aurora Storage ships as Class 70, F.O.B., Aurora, IL 60506. Other freight options include:

- Third Party, F.O.B. point of destination
- Collect, F.O.B. point of destination
- Prepaid and add, F.O.B. point of origin
- UPS shipments will ship prepaid and add actual cost.
- PRIME Program (Positive Rate Information and Management Equalizer) is a very competitive freight program that allows Aurora Storage to pass full freight discounts directly to all Authorized Aurora Product Dealers.

Normal delivery is dock-to-dock. Special requests such as inside delivery, lift gate service, residential delivery, etc. are subject to additional charges. All accessorail charges not requested on purchase order will be the responsibility of the consignee.

Delivery date and time are at the discretion of the carrier within reasonable transit time unless special arrangements have been made between the customer and Aurora Storage.

Customer routed shipments and pick-ups must be picked up from Aurora Storage within 48 hours of notification that the shipment is ready or Aurora Storage will ship prepaid and add.

TITLE TO MERCHANDISE

Title to merchandise shall pass to the buyer upon delivery by Aurora Storage to the carrier on F.O.B. Factory. Buyer acknowledges that once Aurora Storage delivers goods to the carrier, title to the goods and risk of loss will pass to the buyer. If the goods are damaged by the carrier while in transit, the buyer has the sole obligation of seeking recourse from the carrier. If the goods are lost by the carrier, buyer may at their option either:

- 1.) File a freight claim with carrier.
- 2.) Place a new purchase order with Aurora Storage.

ORDER CHANGES

Any changes to an order after 5 days of the date of the first order acknowledgment are subject to a change order fee of \$100 for every charge.

At the discretion of Aurora Storage any changes to orders after receipt of an order acknowledgment are assigned a new delivery date regardless of the lead time quoted.

CANCELLATION CHARGES

If customer cancels an order after 5 days of the date of the first order acknowledgment, customer shall be subject to a charge of 20% percent of the net amount of the order.

SPECIAL ITEM CHANGES OR CANCELLATIONS

Non-standard, specially designed product, or purchased items such as Quik-Roll™ or laminate may not be changed, canceled, or returned for credit. Aurora Storage reserves the right to determine what products are special.

DAMAGE IN TRANSIT

CAUTION: When you give the delivering carrier a clear receipt for a shipment in which there is damaged merchandise or a shortage, the carrier and Aurora Storage are relieved of further responsibility.

All packaging is in accordance with carrier requirements.

For your protection, before accepting any shipment, examine it carefully. If there is evidence of damage or a shortage, insist that the delivering carrier make suitable notation to that effect on the freight bill before you sign it.

If, after receipt of shipment, concealed damage is discovered, immediately notify the delivering carrier, requesting immediate inspection. The inspection report should be used to support your claim against the carrier. NOTE: Carriers require notification of concealed damage within 24 hours of delivery. Aurora Storage also needs to be notified of any concealed damage claims.

Any claim for damage or shortage on non-PRIME carrier shipments must be noted by you with the non-PRIME delivering carrier. Aurora Storage Products will not accept the return of merchandise damaged in transit. Your recourse is with the delivering carrier. Freight claim filing is the responsibility of the consignee and not Aurora Storage Products unless a PRIME carrier is used for the shipment.

SHIPMENT SHORTAGE CLAIMS

Shortage claims reported after 15 days beyond the shipment date will not be honored.

RETURN GOODS POLICY

1. Requests in writing for Return Goods Authorization must be made to the Aurora Storage Products Customer Service Department within 21 days of the shipment from Aurora Storage Products.
2. Aurora Storage Products will determine the eligibility to return any material and will notify the requester within 5 days upon receipt of written request. Aurora Storage Products will also instruct the requester to return the material to Aurora Storage Products or dispose of such before the issuance of the appropriate credit.
3. Special items and items not manufactured by Aurora Storage Products (purchased) will not be eligible for return.
4. Any material returned to Aurora Storage Products or disposed of without the proper authorization by Aurora Storage Products will be refused and no credit will be issued.
5. Returned goods must be shipped freight prepaid at the requester's expense within 30 days of receipt of written authorization. The requester must determine the carrier. If the RGA is due to a Aurora Storage Products error, freight can ship collect via PRIME carrier.
6. All material returned must be received in original packaging. Credit will be given on returned resalable material, only after receipt and inspection by Aurora Storage Products. All returned material must be accompanied by the Return Goods Authorization form. Credit for authorized returns are subject to a 25% restocking charge on the net acceptable material value.
7. Total value of returned material must exceed \$200.00 net.

SPECIAL PACKAGING

All material will be shipped in standard pack quantities unless otherwise specified on the purchase order. Where special requests are made for packaging that differs from the standard pack containment, customer bears full responsibility for the cost of such packaging as well as the condition of the product. Aurora Storage Products shall in no way be held responsible for improper packaging or damage in transit.

Aurora Storage Products reserves the right to change or modify packaging or package quantities without notice.

If customer requests that skidding be utilized, the customer shall bear the cost of the skids. At times it may be necessary to consider special crating. Consult the factory for crating charges.

PRODUCT ASSEMBLY

Aurora Storage Products are shipped "KD" (unassembled) and assembly is required at the job site. Consult appropriate installation manual.