



**SWIFF-TRAIN**  
C O M P A N Y

## **Sold Order Policy**

Swiff-Train Company will hold confirmed orders of regularly stocked, running line material orders up to 30 days after receipt of order. If after 30 days, your order has not been delivered or picked up, we will cancel the order and return the material to stock.

Orders for discontinued products or obsolete inventory will be held for 14 days. All orders not delivered or picked up after 14 days will be cancelled and the material returned to stock.

For special project and/or specification orders, all Builder, Multi-Family and/or Commercial jobs must have a written purchase order provided with documentation providing details such as install date or forecasting, in order to hold this inventory.

All special order material and cut goods are considered "sold" at the time the order is placed. Cancellations prior to shipment are acceptable only if we are able to cancel with the manufacturer. For your benefit, it is imperative you receive confirmation from customer service that your special order has been cancelled. This will insure your account is not charged.

Every attempt will be made to notify you that your special order has been received. Such material must be delivered or picked up within 15 days of notification. Material remaining in our warehouse beyond the 15 days shall be invoiced immediately and subject to a minimum storage fee of \$25 per month.

## **Delivery Policy**

In general, all orders need to be placed by 3:00 p.m. the day prior to delivery. Due to routing issues, the variance of products, and other delivery stops, exact delivery times cannot be established. We suggest contacting Customer Service to verify any particular delivery request.

Delivery charges vary based on location. In general, when delivered on Swiff-Train vehicles, we charge per stop, not per order.

For larger shipments, we ask that a forklift be available or that you provide assistance to our Driver if product is to be unloaded without a forklift. Swiff-Train Company reserves the right to use a third-party delivery service when deemed necessary.