

SALES POLICIES

PRICES

PRICE INFORMATION

- To ensure accuracy and confidentiality, we are unable to provide dealer prices over the phone. Price lists are available upon request, and our customer portal allows you to easily view prices or download price lists.
- Dealer prices are discounted for payment by cash or check. Credit card payments will be accepted over the phone with a small convenience charge.
- Our price lists include a revision number on the bottom left corner of each page. Our customer portal shows the current revision for each price list and allows you to download an updated copy if yours is outdated. We can also provide the current revision number upon request for customers that have not registered for our customer portal.
- Customers are responsible to confirm that the price list they are referencing is current.
- All prices are subject to change without notice.

ADDITIONAL CHARGES

- The current revision of each price list shows the actual price of each item. No additional charges will be added unless they are specified on the price list.
 - Any items not shown on the current revision of the price list may be discontinued, special order, or unavailable for order. Additional charges may apply to these items.
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ORDERS

ORDER PROCEDURE

- Please see our **Ordering Instructions** document for detailed order procedures.
- Orders may be placed on our customer portal (<https://portal.fmsupply.net>) or by email (orders@fmsupply.net) or fax (717-263-4923). **Emailing or using our online order form is highly recommended.**
- To ensure accuracy, verbal orders are not accepted.
- When your order is received, an order confirmation will be sent within 24 hours verifying item type, quantity, and price. Please review your confirmation and notify F&M Supply immediately if there are any errors or discrepancies.
- Many products are special order or non-stock and may not be canceled. We may not be able to make

changes or cancellations for non-stock or special order products after we have received the order.

ORDER REQUIREMENTS

- Please list any special requirements on purchase orders.
- Stone veneer should be ordered by the small box or large box. Accents and most other products should be ordered by the U/M shown on the price list. Most accents are sold by the piece, but some are sold only by the box. If stone veneer is ordered by the foot and is not in full box increments, we will round up to the next full box.
- If your location receives regular deliveries with our truck, we will assume your order should be delivered unless you provide other instructions. If you do not receive regular deliveries and you would like us to ship your order, please note it on your purchase order.
- If your location normally receives deliveries via LTL common carrier, we will assume that your order should be shipped LTL unless you provide other instructions.
- If you have received a rate for LTL common carrier shipment and want us to ship your order, please show the rate and write "Ship via LTL" on your order.

ORDER ALTERATIONS/CANCELLATIONS

- Orders for special order products, non-stock products, discontinued products, and large quantities (over 500') may not be altered or canceled.
- Any order alterations for orders of stock products must be made within 24 hours from the time the order is placed.
- Alterations or cancellations may not be made for any orders that have been scheduled for pick up or shipment. Additional charges may apply if you request alterations or cancellations for orders that have been scheduled for pick up or shipment.

PICK UP

- Please notify F&M Supply a minimum of 24 hours before pick up. Orders are not packed and staged until we have been notified of your pick up. Your truck may have a wait time of 2 hours or more if we have not been given appropriate advance notice of your pick up.
- If we have not been given enough advance notice for your pick up and we are not able to pack and stage your orders before the end of the business day, your truck may be required to return on the next business day for loading.
- Please notify us in advance if you would like to pick up specific orders. ***If no order list is given, or we are not aware of your pick up, we will send all orders that are available in full and hold any orders that are only partially available.***
- We typically mix orders together on pallets to allow for efficient loading. If specific orders need to be packed separately, please notify us when scheduling your pick up.
- We recommend using our customer portal to view your available orders and schedule pick ups. This will allow you to see the current status of your orders as well as estimated weights and pallet counts.
- Customers are responsible to properly strap down and secure all loads. The use of pallet edge protectors is recommended in order to secure products without causing damage. F&M Supply is not liable for any damage or loss resulting from improperly secured or strapped loads.

ORDER LEAD TIME

- Most non-stock products require a 1-3 week lead time. Depending on manufacturer production schedules, lead times can sometimes extend to 4-6+ weeks.
- If you need to check product lead times, you can complete a lead time inquiry using our customer portal, or you can send us an email. Lead time inquiries for quotes or products that have not yet been ordered are only accurate as of the time we respond to the inquiry.
- Special order products (including custom colors, discontinued products, and Western/Northwestern Region products) typically require a 4-8 week lead time.

CUSTOM ORDERS

- Custom colors typically have minimum order requirements and additional charges. The normal minimum order quantity is 2,000 feet, and the additional charge may vary depending on the product type. Please contact F&M Supply if you need a quote for a custom color.

RETURNS

- We do not accept product returns.

DESCREPANCIES/DAMAGES

- Discrepancies or damages for any orders that have been picked up or delivered with our truck must be reported within 48 hours of receipt of the order. All orders should be checked for discrepancies or damages ***before pallets are unpacked*** (photos may be required to substantiate damage or shortage).
- Discrepancies or damages for LTL/Common Carrier shipments ***must be reported on the delivery receipt*** in order to receive credit. We are unable to file a damage or shortage claim with the carrier if the discrepancies/damages are not noted on the delivery receipt.

FREIGHT

FREIGHT POLICY

- Unless otherwise specified, all prices on price lists, quotes, and order confirmations are based on pick up at our location (2295 Molly Pitcher Highway South, Chambersburg, PA 17202).
- Delivery is available via our trucks and LTL/TL services with common carriers. Customers that receive regular deliveries via F&M Supply trucks or LTL common carrier can download freight rate estimate price lists for use in calculating those freight rates.
- Customers that do not utilize our customer portal can email our office to request freight quotes.
- We can deliver to job sites with our trucks using off-road forklifts for unloading. Job sites must be tractor-trailer accessible and must be within a 3 hour radius from our location. Please email or call for freight quotes.

WEIGHTS

- Average weights for most products are shown on our price lists.

- Our customer portal shows average weights on the inventory and order form pages.
 - When viewing orders, quotes, and invoices on our customer portal, a total weight based on the average product weights will be provided.
 - If you are arranging an LTL shipment, we can provide exact weights and pallet counts after your orders are packed and staged. If you need this information, please let us know in advance.
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SAMPLES & BROCHURES

SAMPLES

We typically keep samples of the majority of standard products in stock. If we need to order any samples, the typical lead time is 3-4 weeks.

- **Sample Requests**
 - ◆ Samples are free of charge and can be picked up at our location or shipped along with another order.
 - ◆ Samples can be shipped via UPS upon request. We require a written purchase order for any UPS shipments. The typical shipping cost will be \$15-25 per sample depending on the brand and type of sample.
- **Sample Boxes**
 - ◆ Boxes of stone may be available at a discount or at no charge to create permanent displays or field panels for large projects. Please email our office with details about your requirements (project details, products and quantities needed) for more information.

BROCHURES

- Brochures are free of charge and may be picked up at our location or shipped along with another order.
 - Brochures can be shipped via UPS upon request. We require a written purchase order for any UPS shipments. The typical shipping cost will be \$15-25 per box of brochures depending on the type of brochures.
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IMPORTANT INFORMATION

- All orders are subject to these policies and our *Terms and Conditions of All Sales*.
- Visit our Resource Center for product information, technical data, blank price lists, newsletter copies, and other helpful information.
<https://resources.fmsupply.net>
- Visit our Customer Portal to download the current version of your price lists.
<https://portal.fmsupply.net>