



1-888-333-3422
FAX: 1-877-926-3747

SALES POLICY

This catalog covers most products manufactured and sold by Ameristar Fence Products in Tulsa, Oklahoma. The following general policy statements and terms apply to all products offered within this catalog. Specific policies related to individual product lines may vary on items available for purchase through an Ameristar Re-Distribution Center. Please contact an Ameristar Sales Representative toll-free, at number (1-888-333-3422) for additional details.

1. PAYMENT TERMS:

- A. New customers will be required to prepay for their purchases until a line of credit has been established. Payment can be made by Check at RDC locations only or Credit Card at all locations. (Accepted Credit Cards include: Visa, MasterCard, and American Express).
- B. Customers interested in establishing a line of credit must first complete an Ameristar Credit Application and furnish financial references.
- C. An available credit limit will be established based on the information obtained on the credit application and financial references.
- D. Payment Terms will be (Net 30 Days) for all credit accounts.
- E. Past due invoices will be assessed a late payment charge of 1-1/2% per month, until payment is received in full.

2. PRICING:

- A. Contact an Ameristar Sales Representative to obtain pricing information.
- B. Prices include freight & handling charges within the continental United States, provided the minimum weight, quantity, and/or dollar value requirements of a single shipment are fulfilled. Shipments outside of the continental United States are subject to additional freight surcharges. (Note: Please refer to section 8 for specific requirements).
- C. Ameristar is not responsible for any additional charges incurred on international shipments for customs clearing or delivery fees. It is the responsibility of the customer to make all necessary arrangements for customs clearing or freight forwarding outside the continental United States.
- D. Ameristar reserves the right to change prices without prior notice should market conditions unforeseeably change.

3. QUOTATIONS:

- A. Quotation requests must be submitted to Ameristar in writing and a written quotation must be obtained from Ameristar, in order to be honored. Requests should include a detailed breakdown of material specifications, quantities, item numbers and/or descriptions.
- B. Ameristar will assist in the process of obtaining a material list from a set of plans or drawings, but assumes no responsibility for the accuracy, due to variation in physical site conditions.



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4. ORDER PLACEMENT:

- A. For assistance in placing your Purchase Order, please contact an Ameristar Sales Representative by calling toll-free, at number (1-888-333-3422). (Note: Verbal orders can not be accepted for processing).
- B. Purchase Orders can be submitted via toll-free Fax, at number (1-877-926-3747).
- C. Purchase Orders can be submitted via E-mail. Please contact an Ameristar Sales Representative by calling toll-free, at number (1-888-333-3422) to obtain the appropriate regional e-mail address.

5. ORDER PROCESSING:

- A. Orders consisting of "Stock" items will be processed to ship via ground transportation no later than the following business day from receipt. Ameristar will return a Sales Order Acknowledgement via Fax or E-mail to confirm receipt of your order. The acknowledgement will provide all pertinent order information. (Note: Sales Order Acknowledgements do not require signed approval before processing).
- B. Orders consisting of "Non-Stock" items will be processed to ship via ground transportation in approximately 10 to 15 business days (dependent on the specific product requirements) from receipt of a signed Sales Order Confirmation. Please contact an Ameristar representative for specific product lead-times. Ameristar will return a Sales Order Confirmation via Fax or E-mail providing all pertinent order information, as well as enabling the customer to confirm the accuracy of the order details. (Note: Sales Order Confirmations may require signed approval, as non-stocking items are considered non-returnable).
- C. Orders consisting of "Special" engineered items may require submittal drawings to be signed for approval before the Sales Order Confirmation can be generated. Ameristar is not responsible for any additional cost associated with providing "Stamped Engineer" approved drawings. If required, these charges will be included on the customers invoice. (Note: Submittal Drawings and/or Sales Order Confirmations may require signed approval, as Special engineered items are considered non-returnable).
- D. Truckload Shipments- When intending to build a half load (22,500 Lbs.) or full load (45,000 Lbs.) with one or more orders, it is imperative that Ameristar be notified immediately of that intent so that a flatbed shipment can be scheduled. No flatbed scheduling will take place without the customer's prior commitment to the required weights. The completed order(s) filling the half or full load commitment must be received by 12:00 Noon CST three days prior to the scheduled ship date.
- E. Welded Swing Gates - To order a welded swing gate, the outside-to-outside width of the finished gate leaf must be specified. Standard leaf widths are shown in each swing gate section of the catalog. Custom leaf widths can be made to order with applicable up-charges and may require extended lead-times. Orders must show the number of leaves needed; one for each single swing application, and two for each double swing application. (Note: Custom leaf widths may require signed approval, as they are considered non-returnable).



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6. ORNAMENTAL PANEL ORDERING POLICY:

A. Montage ATF, Montage Plus ATF, and Montage Plus Commercial ATF Panels:

I. Orders placed for panels that are currently classified as a “Stock” panel may be purchased in less than full pallet quantities, but would incur a \$75.00 per item packaging/handling service charge. (Note: Panels available for purchase through an Ameristar RDC or picked up from any Ameristar location will not be assessed additional packaging/handling charges.)

II. Orders placed for panels that are currently classified as a “Non-Stock” panel must be purchased in full pallet quantities to qualify for standard pricing. Less than full pallet quantities may be purchased, but would incur a 25% upcharge per panel and lead times may vary. (see pallet quantities below):

- Montage ATF Panels: 40 per pallet
- Montage Plus ATF Panels: 30 per pallet
- Montage Plus Commercial ATF Panels: 25 per pallet

B. Echelon Residential Panels:

I. Orders placed for panels in less than full pallet (24 per pallet) quantities would incur a \$75.00 per item packaging/handling service charge. (Note: Panels available for purchase through an Ameristar RDC or picked up from any Ameristar location will not be assessed additional packaging/handling charges.)

7. GALVONALL ORDERING POLICY:

A. A minimum order of 46,000 Lbs. = 1 Truckload = 1 Coil are required.

B. 23,000 Lbs. = ½ Truckload can be ordered when combined with 23,000 Lbs. of Permacoat Color Chain-link framework.

C. All half or full Truckloads must consist of one O.D. size and one gauge.

D. The length of the bundles will be manufactured per the customer’s request. (Note: A one bundle minimum per length will be required).

E. Orders must be received 7 days prior to rolling date.

F. No changes to orders after 7 days prior to rolling date.

G. Material must ship when rolling is complete.

H. Actual shippable quantities/weight, plus or minus 10%.

I. Written purchase orders only.

(Note: Contact Ameristar to obtain the latest Mill Run Schedule and Pricing.)



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8. FREIGHT & HANDLING CHARGES:

- A. Freight & Handling Charges will be applied to all individual shipments that do not meet one of the following “Freight Paid” requirements. Ameristar RDC Customer Pick-Up’s are excluded from these specific requirements. (Note: Orders cannot be combined to meet minimum requirements from Tulsa. Stock orders from an Ameristar RDC can be combined to meet minimum requirements.)
- I. The total product value for a single shipment (within the continental US) must equal \$2,000 or greater.
- II. The total product value for a single shipment (to Canada) must equal \$4,000 or greater. (Note: The customer assumes all responsibility for arranging customs clearing, as well as paying any additional delivery fees.)
- III. Permacoat Color Chain Link Framework must ship via Flatbed Truck, therefore a minimum of 10,000 pounds must be ordered when shipping independently. (Note: Less than 10,000 pounds can be ordered when adding to an existing Truckload or if the items are available for purchase through an Ameristar RDC.)
- IV. A minimum order of six (6) pallets (36 pails per pallet) of Quik-Rok must be ordered to qualify for freight paid. Less than six pallets can be ordered with applicable freight charges being applied. You can purchase Quik-Rok in individual bucket quantities from Ameristar RDC locations.
- A. An “Excessive Length” surcharge of \$50.00 will be added to (LTL) Less Than Truckload shipments containing items 14’ in length up to the maximum length of the LTL trailer.
- B. A “Residential Delivery” surcharge of \$5.00 will be added to orders shipping via Fed-Ex to a residentially zoned destination. (LTL) “Residential Delivery” surcharges will vary dependent on the weight of the order.
- C. A “Special Transportation Permit” surcharge of \$500.00 will be added to all shipments containing any item that is equal to or exceeds 101” in both height and length or exceeds 360” in length.
- E. A “Hazardous Material” surcharge of \$20.00 will be added to orders containing “Aerosol” spray paint when shipping via Fed-Ex Ground. (Note: Aerosol Spray Paint can not ship via “Air” transportation.)



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9. DAMAGED SHIPMENTS:

- A. All material must be carefully inspected upon receipt. In the event damage occurred in transit or a shortage is identified during inspection, the extent of the damage or shortage must be notated on the carrier's delivery receipt and contact Ameristar's Customer Service Department toll free at 1-866-206-3020 immediately. Ameristar's responsibility for the material ceases when the carrier accepts the product for shipment. Ameristar reserves the right to charge for the replacement of lost or damaged items if notations are not clearly identified on the carrier's delivery receipt.

10. RETURN MATERIAL:

- A. Returned material will not be accepted without prior notification and authorization from an Ameristar representative. If authorization for return is granted a 20% restocking fee will be assessed. The customer assumes responsibility for scheduling the return, as well as paying all associated freight charges. No credit will be given on material returned in damaged condition. Ameristar reserves the right to refuse receipt of material over 6 months past the original ship date or material that is not in its original packaging. Under no circumstance will Ameristar accept return of non-stock or special engineered items.



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NOTICE!

LOST OR DAMAGED GOODS ARE THE FREIGHT CARRIER'S RESPONSIBILITY

**THE FREIGHT CARRIER HAS VERIFIED PACKAGING IN ACCORDANCE WITH
AMERICAN TRUCKING ASSOCIATION REQUIREMENTS AND HAS ACCEPTED
THE SHIPMENT IN GOOD CONDITION FROM AMERISTAR.**

IMMEDIATELY UPON DELIVERY, CHECK YOUR SHIPMENT CAREFULLY to see that it is complete and in good condition. When packages are checked short or damaged, have the Carrier's agent make notation of this fact on the freight bill or express receipt and obtain their signature.

**AFTER DELIVERY OF SHIPMENT, DISCOVERY OF CONCEALED LOSS
OR DAMAGE** must be reported to the delivering carrier upon discovery, and in any event within 10 days after receipt. Hold goods, containers and packing materials in exact condition as found for inspection by the carrier. An inspector for the carrier should call within 48 hours. If nothing is heard in that time, notify them by registered mail and request a receipt. The carrier will issue an inspection report and give you a copy which must be used to support your claim.

Once you have acknowledged receipt of the shipment, you have assumed all responsibility for the complete bill of lading and the full cost of all items, regardless of status or condition.

If you would like assistance from Ameristar in resolving shipping problems or in filing claims, please contact Ameristar's Customer Service Department toll free at 1-866-206-3020.

AMERISTAR® wants to assist you in every manner possible in collecting claims against carriers for loss or damage, however our willingness to do so does not make us responsible for the outcome of claims, or the replacement of materials.

WARNING

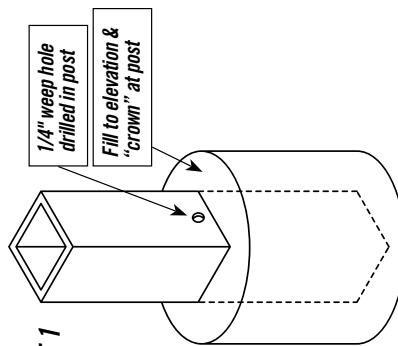


FIGURE 1

In locations subject to freezing, where posts are grouted into core-drilled holes, **Figure 1**, or plated for surface mounting by anchor bolts, a 1/4" diameter "weep" hole should be drilled approximately 1/8" to 1/4" above elevation. This allows for drainage of built-up moisture from condensation, ground water seepage, leakage through post tops or attachment holes, etc. **The drilled hole must follow the same 3-step coating process used for exposed surfaces to retain its product warranty.** In the case of core-drilled holes, grout must fill inside the post cavity to ground elevation and the area outside the post should be "crowned" slightly to ensure water runs away from the post rather than settling at the base.

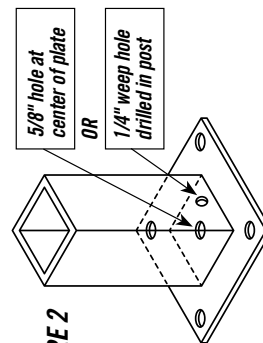


FIGURE 2

In the case of plated posts, **Figure 2**, a larger hole in the center of the base plate will suffice in lieu of the "weep" hole. **Ameristar shall, in no case, be responsible for failures in the post or in surrounding grout or masonry when an appropriate drainage space ("weep" hole) was not provided for during installation.**

Part #RED ALERT | Revised 05/2012

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RED ALERT

When cutting Ameristar® steel products IMMEDIATELY SEAL THE EXPOSED SURFACES outlined in the following procedure:

- ➊ REMOVE ALL METAL SHAVINGS from the cut area
- ➋ Apply Ameristar® Zinc-rich Primer to THOROUGHLY COVER CUT EDGE & DRILLED HOLE; allow to dry
- ➌ APPLY 2 (TWO) COATS of Ameristar® Custom Finish Paint (*matching fence color*); allow to dry

NOTE: FAILURE TO SEAL EXPOSED SURFACES PER STEPS 1 THROUGH 3 ABOVE WILL NEGATE WARRANTY.

