

All orders must be **paid in full, including shipping and packaging charges** prior to the order being processed. For your convenience, we accept Visa, Master Card, Discover, cash and checks. Returned Checks will be charged a \$25.00 handling fee. All orders must meet all shipping criteria listed below and require approval by an APEX Customer Service Representative.

Shipping Criteria: Prior to the order being placed, you must verify that:

- After-hours or Saturday delivery must be an option.
- Homeowner or installer will be at the jobsite to do an inspection and take receipt of the material. That contact person's name and phone number must be available at the time the order is received.
- Sites are accessible for tractor/trailers up to 70' long. Anything off of paved roadway will be at the discretion of the driver.
- If the site is deemed not accessible the material will be shipped back to APEX unless an alternative drop off location was previously identified. Extra fees for return to APEX will apply.
- Sites must have equipment and personnel available for offload, **DRIVERS ARE RESPONSIBLE FOR NOTHING MORE THAN PARKING THE TRUCK AT THE DELIVERY POINT.**
- The route to the jobsite is, indeed, a legally authorized truck route. Please send an accurate map, with the directions to the jobsite, to your APEX Customer Service Representative.

If the required shipping criterion noted above is not met, the product will be brought back to APEX and a 15% restocking fee plus all shipping costs will apply.

*Fees may be assessed for extra costs incurred for additional mileage or special handling.

General Shipping Information

- APEX Siding System utilizes common carrier on most orders.
- APEX only ships full box quantities, unless otherwise specified by APEX.
- **All shipments are made FOB origin, freight prepaid and add;** customer is responsible for freight charges, customer owns goods in transit, customer is responsible to identify damage and shortages on BOL (Bill Of Lading), customer is responsible to file claims (if any).

Expedited Orders

- In the event of expedited orders the customer will be responsible for additional freight charges.

Lead Time

- Our general lead time is 2 weeks from receiving your APEX order acknowledgement and payment in full.

Shipping Damage

- All damaged product or shortages discovered during delivery must be noted on the bill of lading. **All shipments are made FOB origin, freight prepaid and add;** customer is responsible for freight charges, customer owns goods in transit, customer is responsible to identify damage and shortages on BOL (Bill Of Lading), customer is responsible to file claims (if any). Any concealed damage or shortages that were not previously identified must be reported to your APEX Customer Service Representative within ten (10) calendar days of receipt of the product (pictures are required). Once the bill of lading is signed the recipient takes full responsibility of the material and is solely responsible to recoup any losses with the shipping carrier directly.
- Please reference our guide "Immediate Actions – Shipping" on steps to take when receiving product.

Returns

- All APEX siding, Parts, and Components are provided **"AS IS" and WITHOUT WARRANTY.**
- No returns will be accepted without a Return Goods Authorization (RGA) number.
- Please reference our "Return Goods Policies & Procedures" for our complete policy and procedures.