

SALES AND SERVICE GUIDELINES



FOR DEFEND-R AND DEFEND-R CI PRODUCTS

STANDARD PRODUCTS	4 x 8 dimensions of non-composite Defend-R and Defend-R CI products in thicknesses listed on Drexel Metals published commercial literature are considered “standard” and may be purchased in full unit quantities, with a minimum 1 unit order.
CUSTOM PRODUCT	Defend-R CI Ply, CI Ply (Class A), Defend-R Nail Base and CI Nail Base products are considered “custom” products and are made to order. A drawing must be signed by customer before production will be authorized for these materials. Due to the custom nature of these materials, these products are sold by the piece and full units are not required.
NON-STANDARD PRODUCT	Includes special lengths beyond 4' x 8', and special thicknesses beyond those published on Drexel Metals commercial literature. Material must be ordered in full unit quantities. A minimum of a ½ truckload order is required in order to produce. An up-charge will apply for special lengths and/or special thicknesses.
PACKAGING/WEIGHTS	See packaging and weights charts at www.drexelmetals.com
STORAGE RECOMMENDATIONS	See Defend-R and Defend-R CI Storage and Handling Document
CUTTING	Non-composite Defend-R and Defend-R CI products can be cut to 16" or 24" oc. An up-charge for cutting applies, cut material must be ordered in full unit quantities. Contact customer service for cut charge fees.
STANDARD TRANSPORT	Flatbed Truck, full loads shipping under 700 miles will not be tarped, shipping 701 – 1000 miles will be tarped at head of truck, shipping over 1000 miles will be fully tarped. All Defend-R CI Ply, CI Ply (Class A), Defend-R Nail Base and CI Nail Base loads will be tarped.
TRANSPORT TERMS	Full truckloads ship freight prepaid plus applicable fuel surcharge, FOB shipping point
MINIMUM ORDERS	Materials must be ordered in full units (see packaging/weight chart) unless otherwise indicated.
PLANT PICKUP	Pickup of material at our plants is allowed. Please contact customer service for more information.
PARTIAL TRUCKLOADS/ POOLING	<p>Orders of 8 units (½ truckload) or greater can be placed for pooling, lead times subject to pool availability. Stop over charge plus pro-rated portion of fuel surcharge will apply. Pooling with destinations that are considered “out-of-line” in mileage or with significant distance between stops are subject to additional freight charges. Less than truckload orders can be shipped with deficit freight plus applicable fuel surcharge. Freight charges to be determined by customer service at time this option is selected.</p> <p>Less than truckload orders can be shipped via LTL carrier, with customer responsible for entire freight charge. Please note that Drexel Metals will not be liable for damage during transit via LTL carrier. LTL charges will be quoted by customer service at time this option is selected. LTL quantity restrictions apply.</p>
LEAD TIMES	Lead times vary with manufacturing location, product and current business conditions. In winter/spring months additional cure times may apply.
RETURNS	Typically not accepted. Returns need prior approved consent from Drexel Metals. Any approved returns require an approval code. Freight charges and return/restocking charges would apply. Approved returns must occur within 30 days of original shipment date and material must be in saleable condition. Damaged product will not be accepted or credited.