



GENERAL INFORMATION

Terms and Conditions

1. All prices are subject to change without notice. Cook Brothers will make a reasonable effort to communicate in writing price changes to our customers before they go into effect if we are notified by our vendors in advance. Call for pricing on metal.
2. Prices do not include shipping. F.O.B. is Kansas City, MO.
3. Standard Payment Terms are Net 30.
4. We use a variety of reputable freight companies to ship orders. Cook Brothers pledge to ship your order on time according to the date you want your order shipped. However, after your order has been shipped, Cook Brothers can not always assume responsibility for delivery time.

Placing Orders

1. Please make orders and requests for quotes in writing. Fax orders to (816) 842-4031. You can also email you orders to our sales staff. If the customer does not have access to a fax, Cook Brothers will take orders over the phone. However, phone orders increase the risk of error. Please review the order twice with our sales department. When the confirmation is received review it one more time. The customer must bear responsibility for the cost of mistakes from phone orders that are produced by Cook Brothers.
2. Orders and quotes will be checked by a second person. Our goal is to produce the order that meets your needs. If we have any question or if there is any ambiguity about the order we will call you to clarify. Please review the "General Information about Ordering" in each section of the Price Book to ensure your order has all the information we need.
3. **ASAP and Rush are not ship dates.** We need to know the date you need to receive the order. If we are unable to arrange delivery by that date we will call you.
4. Orders and quotes will be confirmed in writing by fax. Please review confirming orders immediately and notify Cook Brothers for any errors or changes.

Missing Product

1. Make sure that the box count is correct before signing the proof of delivery. A missing box is easier to find than missing product that has been removed from a box.
2. Call Cook Brothers immediately if any product is missing when delivered to the "ship to" location. We will compare the number of boxes on the Bill of Lading with our packing list to see if the box count is correct. If the box count is not correct, we will call the freight company to see what happened to the delivery.
3. If product is missing from a box that has other material packed with it that has been received, it is highly unlikely that the product is missing. Check the area where the product was unloaded to see if the missing material was misplaced.
4. If product cannot be located call Cook Brothers to send replacement product as a high priority order. Making a replacement order will result in a new invoice covering the re-made product and the freight charge.