



Placing an Order: You may place an order via the Stylmark eCommerce site (shop.stylmark.com), email, or phone. When placing an order, please specify the part number along with the finish number. Refer to our catalog to verify the stock lengths and the buffed/brushed finished surfaces. All buffed or brushed finishes may be purchased as non-buffed or non-brushed as well. Order acknowledgements will be sent for review.

*All order change requests are subject to additional charges.

Minimum Order Amount

Product Amount

- Stocked Finished Goods (inc. hardware, wheels, screws, etc.) \$ 100.00
- Stocked (Finished) Extrusions \$ 100.00
- Non-Stocked Extrusions (Std Colors, per color) ¹ Must meet Order Quantity Minimum per Item
- Non-Stocked Extrusions (Special Colors, per color) ² Must meet Order Quantity Minimum per Item
- Non-Stocked Extrusions (Custom Colors, per color) ³ Must meet Order Quantity Minimum per Item
- Fabricated Items (from Finished Goods Stock) \$ 1,000.00 - \$10,000
- Fabricated Items – custom (Orders will be evaluated) Must be Quoted
- Custom colors – each request will be evaluated Must be Quoted

* Minimum item quantities may apply to all orders

¹ Standard colors include Natural, Black, Brown, Brass and Stainless Steel.

² Special colors include: Bronze, White Gold, Pewter and Copper.

³ Custom colors include anything not listed above or special color matches.

- Lead Times on all new orders will be reviewed and quoted based on current conditions.

Prices: Prices are subject to change without notice. Orders are shipped at prevailing prices at the time of the order. Quotes are valid for 30 days from the date of quote, unless otherwise specified. Prices do not include applicable sales taxes and delivery charges, which will be added to your order.

Taxes: Taxes are based on delivery address. If the company or job is tax exempt, please include a copy of the Tax Exemption Certificate with the order.

Methods of Payment: With approved credit, we will ship your order on an open 30-day account. To open an account, simply request a credit application. The credit approval process may take 1-2 weeks. To expedite your first order, we recommend paying with cash-in-advance. Open accounts are subject to 1%-15 days/net 30 terms. We accept Visa, Mastercard, Discover and American Express. Prepayment by check is also an acceptable method. Credit card or prepayment by check are not eligible for the prompt payment discount. Call our Customer Service Department for details.

Delivery: All orders are shipped F.O.B. Stylmark. Larger orders and 12' lengths are shipped freight via truck lines selected by Stylmark, unless otherwise specified by the customer. Smaller orders and extrusions cut to 8' or less are shipped best way parcel, prepaid & add unless otherwise specified. Shipping and handling charges for parcel shipments are added to your invoice. Expedited shipping available upon request. All freight and processing fees will be charged to the customer if collect freight terms are no longer active or in good standing with the client's chosen freight company.

International Shipping: Preferred payment options for international customers would be a wire transfer. A wire transfer fee will be charged. Stylmark currently does not arrange international transportation. Customers are responsible to coordinate transportation internationally to their locations. (Exception for parcel shipments to Canada)

Prepay and Add Freight: Eliminate the hassles associated with collect freight deliveries and let us find the most economical rate to meet your requested delivery. We will share the benefits of our established relationships with



multiple carriers and pass those savings on to you. To take advantage of this new option, simply talk to your customer service representative when you are ready to place your order. Once your order is completed and in shipping, our staff will compare rates and service levels and select the one that best fits your needs. This option is available to customers with established terms or those that remit via credit card.

NOTE: A second debit for shipping charges will be charged against the credit card when the order ships.

NOTE: Additional freight and accessorial charges prepaid by Stylmark will be invoiced separately.

Customer Pick-Up Policy: Once complete and packaged for shipment, customer pickup orders will be transacted, and you will be invoiced accordingly. As always, our shipping team will notify you that your order is ready and provide you with the weights & dimensions of your order.

All orders are to be picked up as soon as possible (within 3 days) after you have been notified. If orders are not picked up within this timeframe, Stylmark reserves the right to apply additional holding charges, including shipping the order via best method at your expense.

Limited Warranty: Stylmark products are warranted to be free from defects in workmanship and materials under normal use and service when properly installed. This warranty is limited to actual invoiced charges. We are not liable for any other damages or charges. Refer to Stylmark's complete warranty statement.

Anodizing Color Range: Stylmark strives to provide consistent and uniform anodized finishes; however, variation in gloss, light & dark, and tristimulus system values (RGB) should be expected. Additionally, because anodized coatings are translucent, appearance will vary with viewing angle and base level finish of material. Therefore, for critical installations, minimum/maximum samples which represent the acceptable range of variation in the finish should be requested & approved prior to processing any orders. Without approved range samples, Stylmark will produce orders using standard range tolerances around the target anodized finish.

Anodized Aluminum Racking Marks: All anodized aluminum extrusion and parts must have electrical contact to the part to be anodized. Various contact types are used depending upon the size and geometry of the part being anodized. The electrical contact will leave racking marks on the finished parts. Racking marks include bolt marks, clip marks or thread marks. Most extrusions will include bolt marks, and for this reason, Stylmark's typical extrusion length is 2" over its nominal length, e.g., a 12 ft extrusion measures to 146". This way the user of the finished extrusion can trim the extrusion to size and have 12 ft of usable, finished material.

Please verify allowable locations or contact Stylmark for options. Cut to length extrusions and machined parts may be racked using clips. Although clips leave smaller rack marks, they are generally placed in the least conspicuous locations possible as to minimize the appearance of the mark. It is important to communicate the critical surfaces & finish expectation to Stylmark so we can work with you to identify acceptable rack mark locations. Heavier materials and some fabricated items may require electrical contact to be made in a tapped hole in the part. In this case, the rack mark will be in and around the threads of the tapped hole where the bolt threads engage the part. If racking marks are a concern for the anodized materials on your project, you are encouraged to contact Stylmark prior to placing your order to discuss racking options.

Custom Color Charges: Stylmark has an extensive library of colors. Custom colors will be subject to an additional charge. If you have a color to match or would like a custom color, please call for details. * Minimum order quantities and longer lead times will apply.

Order Quantity Tolerances: Orders for non-stocked, made-to-order items are subject to a quantity range tolerance of +/- 10% and these items may also be subject to a minimum quantity per item. This includes all FTOE's (Finish-to-Order Extrusions) and all other products not held in Finished Goods inventory by Stylmark.

For example, for an order of 40 pieces of a made-to-order item, we may deliver 36-44 pieces, bill the actual quantity shipped at the quoted unit price and close the order. Please consider quantity tolerances when ordering made-to-order items.



Anodizing Customer Supplied Material: Stylmark provides anodizing services under limited conditions. This service is provided to only those customers which have established a program with Stylmark to anodize supplied material. (contact Stylmark Sales for program requirements)

All customer supplied material orders must be submitted with detailed drawings which clearly define the item, including the overall dimensions and critical features, aluminum alloy of the material, visible or exposed surfaces, surfaces to be mechanically finished and locations where racking contacts may be made. Orders must also include the quantity of each item and the Stylmark anodized finish code for each item.

Customer supplied material must be received in good condition, without blemishes or other damage. Anodizing cannot hide or cover scratches, machine marks, indentations, or other material blemishes. Polished or brushed finishing cannot be expected to remove damage. Customer material must be received in packaging sufficient to protect during shipment. Stylmark will notify customers if the received material shows signs of freight damage, damage due to insufficient packaging, or does not comply with the details of the acknowledged order.

It is expected that customer supplied material is shipped to Stylmark un-anodized. In the event your material is anodized, it is required that orders using pre-anodized material be approved and accepted by Stylmark and noted in the order acknowledgement. Stylmark will need to strip the anodized finish from pre-anodized material prior to Stylmark anodizing and you may incur additional charges if efforts to strip or otherwise prepare the material for anodizing exceed expectations of the order. Stylmark does not strip or otherwise remove any other coatings - such as paint, powder coating, chromate conversion coatings or adhesives.

Stylmark reserves the right to refuse any material which does not meet standards for anodizing or presents the chance of contamination of our anodizing line.

Refer to the Anodized Aluminum Racking Marks section for additional information when indicating where racking contacts may be made. Customer material which includes fabricated features - including holes, notches, or similar features – may capture liquids during the anodizing process which may leech out and leave blemishes on the material. Stylmark will attempt to prevent leeching blemishes but does not guarantee to eliminate them.

Although uncommon, in-process damage or loss of material may occur. It is for this reason Stylmark recommends that at least 10% overages of each material are included in your order. Stylmark is not responsible for damaged or lost items.

Customer material shipments which arrive without prior authorization may be refused delivery. Only ship your material to us once you have sent your purchase order and have received an order acknowledgment from Stylmark. Material received by Stylmark must match the order acknowledgment. Do not add to or otherwise change the shipment without prior authorization.

Special Order Extrusion Quantity Tolerances: All special-order extrusions are subject to quantity range tolerances as described below.

Extrusions Push Piece Part Yield

- 300-400 pounds +/- 35%
- 400-700 pounds +/- 30%
- 700-1,000 pounds +/- 25%
- 1,000-2,000 pounds +/- 15%
- 2,000-5,000 pounds +/- 10%
- 5,000-10,000 pounds +/- 7%
- 10,000-30,000 pounds +/- 5%

For example, an order for 200 pieces of a special-order extrusion may require a 300 lb. extrusion push based upon profile weight. This push may yield 200 pieces +/- 35% of the extrusion. Stylmark will ship the entire yield (for this example 140-270 pieces) of the push and you will be invoiced for the quantity shipped at the quoted unit price.

* Exact quantity orders will be subject to additional charges.



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Terms and Conditions/Warranty Statement

Extrusion Dies and Tooling: Unless otherwise designated in writing, all extrusion dies, and tooling remains the property of Stylmark. We hold tooling for a minimum of two years. If no order is received in any two-year period, we reserve the right to dispose of the tooling.

Design/Engineering: For customers requesting design or engineering work, a charge of \$250 per hour will apply.

Patents: On orders for customer-specified products, the customer agrees to protect and indemnify Stylmark against any infringement claims.

Shortages and Damaged Shipments: Claims for shortages and damages must be submitted in writing within 5 days of order shipment. Receiver must note damage on BOL at time of delivery. Provide signed BOL, photos of damaged material and packaging to process a claim for replacement. Stylmark will file a freight claim for damage and shortages on prepaid shipments if notified within 5 days of receipt. Keep damaged goods and packaging for inspection until advised by the carrier to dispose of them.

Return Policy: Stylmark's goal is 100% customer satisfaction. Returned materials should be wrapped for protection and tightly bundled to prevent movement in shipping. We cannot accept returns of materials that have been damaged during return shipment due to improper packaging. All returns are subject to Stylmark approval and require an RMA.

Contact your Stylmark account representative and request a Return Material Authorization (RMA) number. Please do not return materials to us without first obtaining an RMA number. Provide an order or invoice number and reason for return request.

Return the materials to us (shipped pre-paid) within 21 days of authorization, clearly marking each package with the RMA number. Include the RMA number on the packing slip. Returns shipped freight collect will be back charged for freight.

Under normal conditions, returns are only allowed on standard stock items in standard finishes and will be subject to a restocking charge (typically 25% or \$50, whichever is greater).

All material returned will be credited using quantity discount price unless referenced on invoice. Upon inspection and approval, a credit will be issued to your account

**Stylmark Warranty Statement**

Stylmark, Inc. warrants this product to be free from defects due to workmanship or materials, under normal use and service, for the following warranty period from date of shipment.

Lighting Products:

- LED Mirror Products: twenty-four (24) months

All other products: thirty (30) days

Any product that is proven to be defective in workmanship or material is returned to Stylmark, Inc. within the applicable warranty period, in accordance with the procedure described below, Stylmark, Inc. will, at its option, either repair, replace or credit the customer for the purchase price of the product, in accordance with the procedure described below. This warranty extends only to persons or organizations that originally purchase the product from Stylmark, Inc. The expressed warranty above constitutes the entire warranty of Stylmark, Inc. with respect to the products in this catalog and is in lieu of all other warranties, express or implied, including any warranty of merchantability or warranty of fitness for a particular purpose. In no event shall Stylmark, Inc. be responsible for any other costs or damages, including, but not limited to, lost revenue or profits, incidental, special or consequential damages of any nature whatsoever. Stylmark, Inc. products are designed to operate as a system. The use of other manufacturers' equipment in conjunction with Stylmark, Inc. products may be hazardous and therefore automatically voids all warranties. This warranty shall not apply to products that have been altered, improperly used or installed, subject to abnormal use or stress, or repaired by anyone other than Stylmark, Inc. authorized representative. Stylmark, Inc. will not pay labor charges or assume any responsibility for labor expended or material used to replace or repair any equipment without prior written authorization.

The following will apply to the return of any product to Stylmark, Inc. under this warranty:

- identified with Stylmark, Inc. Return Material Authorization Number;
- listed individually with Sales Order Number or copy of invoice;
- packed separately from other returns and protected from shipping damage;
- returned to Stylmark, Inc. within the applicable warranty period;
- are received, transportation pre-paid (returns shipped collect will be back-charged for freight), within 21 days of authorization at (see address below);
- and are found by Stylmark, Inc. inspection to be defective in workmanship or materials under normal use and service; will be handled in accordance with one of the two following procedures, as determined by Stylmark, Inc. Credit procedure. Stylmark, Inc. will issue credit at the actual invoice amount if a copy of that invoice is attached to the packing list. Without an invoice, Stylmark, Inc. will credit using discount pricing.

Repair or Replacement Procedure

Stylmark, Inc. will, at its option, either repair or replace the product free of charge and return it or its replacement lowest cost transportation pre-paid. The replacement will be a functionally equivalent new product. Premium transportation will be used at customer's request and expense.

The warranty will not be honored if:

- product is damaged or missing parts or accessory items.
- product exhibits evidence of field misapplications

Final disposition of any warranty claim will be determined solely by Stylmark, Inc. If inspection by Stylmark, Inc. does not disclose any defect covered by the warranty, the product will be returned or scrapped as instructed by the customer and Stylmark, Inc.'s regular service charges will apply. Products returned to the customer may be sent shipping charges collect.

If you have any questions relative to product returns to Stylmark, Inc., contact your Customer Service Representative @ 1-800-328-2495 or at info@stylmark.com