



# Standard Structural Performance Guarantee

Are current industry lead times, product unavailability or unreliable deliveries putting your company's reputation at risk? To meet your customers' needs, you need a dependable supplier. **When you receive a ready to ship date from Bedford, it's GUARANTEED!**

We have made significant investments in our resources, people and operational capabilities to provide that level of guaranteed service.

## Standard Guaranteed Lead Times\*

- In-stock material: Same-day ship
- Out of inventory (stock material): 2 weeks
- Non-stocked shapes: 3 weeks

*\* Applies to our standard structural line.*

## Express Response Options Available

If the need arises, Bedford also offers a premium service with Express Response delivery options that carry the same guarantee!

## If We Miss the Date, We Pay the Penalty

We stand behind our guaranteed ready to ship dates by paying significant penalties if we miss the provided date. In the event that a guaranteed ready to ship date is not met, Bedford will pay penalties based on a percent of the selling price according to the schedule below.

Days Late	1	2	3	4	5	6	7
Penalty	30%	20%	10%	10%	10%	10%	FREE

*Terms and conditions apply – contact a Bedford sales representative to learn more.*

## Terms and Conditions

- Guarantee penalty applies only to customers with accounts that are current and in good standing at the time the order is placed.
- Guarantee only applies to posted quantities of mill run or less. Additional quantities may be subject to longer lead times and will be agreed upon at the time of acceptance.
- **Lead Time:**
  - Guaranteed Ready to Ship (GRS) date will be based on the buyer providing all necessary/required information to fulfill the order acceptance procedure (purchase order, drawings, specifications, etc.).
  - Lead time ends when product is deemed ready to ship from BRP.
  - Orders must be received by 11:00 a.m. EST for same-day shipments.
  - Same-day ship applies only to the Bedford, PA, warehouse.
  - Stocked material will be sold on a “first come, first served” basis.
  - All lead times are based on stocked lengths and do not include fabrication.
- Change orders may void original ship date and/or may be subject to premium pricing.
- **Cancellation Policy:**
  - No cancellation on Express Response orders.
  - Standard cancellation policy for non-stock orders. Buyer is responsible for payment of all material produced and/or fabricated at the time of cancellation.
  - Cancelled orders for stocked items are subject to a 20% restocking fee.
- Any order placed on hold by the purchaser will be invoiced on the original ship date with standard payment terms applied. Storage charges may also apply.
- Standard warranty applies – see general Terms and Conditions.
- **Freight Terms:** Domestic: F.O.B. Bedford, PA; International: EX-works USA
- All orders shall be subject to credit approval.
- **Payment:** Invoices not paid within terms will be subject to finance charges at a rate of 18% per annum and invoices for finance charges shall be due upon receipt. All guarantees are deemed null and void if invoice is not paid in terms.
- In the event the GRS date is not met, any penalties will be applied to the affected invoice in the form of a credit.
- Bedford reserves the right to terminate this agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to “force majeure,” government restrictions, wars, insurrections, unavailability of materials not manufactured by Bedford, and/or any other cause beyond the reasonable control of the party whose performance is affected.
- This agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, County of Bedford.
- Bedford reserves right to change terms and conditions without notice.

