

# BILLING & PAYMENT TERMS

The following outlines the billing and payment terms for all FireRock customers. If for any reason such payment terms are not covered below, payment for the Goods and Work are due immediately upon receipt.

## CREDIT APPROVED CUSTOMERS

### FIREPLACE & STANDARD PAVER ORDERS

- Invoiced upon shipment
- Payment due according to assigned credit terms

### NON-STANDARD PAVER ORDERS

- Non-refundable 50% deposit due at order approval
- Remaining balance invoiced at shipment and due according to assigned credit terms

### ALL OTHER PRODUCTS

- Invoiced at assigned credit terms based on FireRock's payment schedule with vendor
- i.e. if FireRock is required to pay a deposit or in full upfront, then we will bill customer at the time we are billed;

### INSTALLATION

- 100% due immediately at completion of install

## STEEL BILLING TERMS

### JOBS WITH INSTALLATION

- 50% deposit of total order due at time of order (non-refundable)
- Balance of materials and freight due upon QC completion (ready to ship)
- 75% of installation due upon construction sign off
- Balance of installation due when punch list items have been resolved

### JOBS WITHOUT INSTALLATION

- 50% deposit of total order due at time of order (non-refundable)
- Balance of materials and freight due upon QC completion (ready to ship)

## NON-CREDIT APPROVED CUSTOMERS

### FIREPLACES & STANDARD PAVER ORDERS

- Invoiced when "ready to ship"
- 100% payment due at receipt of invoice
- Full payment must be made prior to shipping or delivery

### NON-STANDARD PAVER ORDERS

- Non-refundable 50% deposit due at order approval
- Remaining balance due when "ready to ship"
- Full payment must be made prior to shipping or delivery

### ALL OTHER PRODUCTS

- Invoiced based on FireRock's payment schedule with vendor and due upon receipt
- i.e. if FireRock is required to pay a deposit or in full upfront, then we will bill customer at the time we are billed

### INSTALLATION

- 100% due immediately at completion of install

### STEEL JOBS > \$200,000 (WITH OR WITHOUT INSTALL)

- 25% deposit of total order due at time of order (non-refundable)
- 25% deposit due when shop drawings are complete
- Balance of materials and freight due upon QC completion (ready to ship)
- If FireRock installation:
  - 75% of installation due upon construction sign off
  - Balance of installation due when punch list items have been resolved

## EARLY PAYMENT DISCOUNT

3.5% discount will be applied if complete order is paid 100% at time of order

**NOTE: DISCOUNT IS NOT APPLICABLE FOR ANY ACCOUNTS WHO HAVE BEEN PLACED ON COD AND ARE REQUIRED TO PAY 100% UPFRONT DUE TO DELINQUENT PAYMENTS**

# BILLING & PAYMENT TERMS (CONTINUED)

## CANCELLATION FEES

### FIREPLACES & STANDARD PAVER ORDERS

All cancelled orders are subject to a 20% restocking fee

### ALL OTHER PRODUCTS

50% non-refundable deposit will be converted to cancellation fee if:

- Production has already begun
- Special molds have been purchased
- FireRock has paid in full or is subject to any cancellation fees by vendor

## LATE PAYMENTS

If any invoiced amount is not received by FireRock by the stated due date then, without limiting FireRock's rights, the following will be applicable:

1. After 15 days past due, account will be placed on hold and FireRock will not receive/fulfill any future orders until account is current
2. After 90 days past due - account will be turned over to collections
3. At any time, FireRock may revoke any pre-established credit terms