

TERMS AND CONDITIONS

Order Accuracy

All customers are responsible for checking orders for accuracy. All panel lengths, trim and accessories must be confirmed through email or in person signature before the order can go to production. All cut lengths and quantities are to be provided by customer and not based on comments or suggestions of any employee or representative of Metal Heads, LLC.

Warranty & Claims

All warranty claims will be handled by the third party manufacturer of the steel coil. In order for Metal Heads, LLC to request warranty or start claim customer must provide the following information...

- Installer's name, email and address
- Home-owner's name
- Job name, address and date of completion

Pricing

- All pricing is subject to change without notice.
- Quote prices will be honored up to 15 days past quote date.

Sales Tax certificate

All orders are subject to sales tax unless a current sales tax exemption certificate is provided prior to sale.

Payments

- All orders must be paid in full prior to processing.
- Service charge will be added for all returned checks.

Return Policy

All panel orders and special order (non-stock) trim are non-refundable once they have been manufactured. Standard trim and accessories are refundable if they are returned in a clean, resaleable condition. Restocking fee may apply.

CUSTOMER RESPONSIBILITIES

- Customer assumes all responsibility for applying city, county and state codes and guidelines applicable to work performed.
- Customer is responsible for securing their own load at pick-up.

This contract shall be governed by and construed in accordance with the laws of the state of Alabama.

Additional Information

- **GALVALUME**

Uniform visual appearance (color, spangle, shadow spots and striping) of acrylic-coated galvalume panels cannot be guaranteed. Non-uniform surface appearance (color, spangle, shadow spots and striping) may occur over time. It does not represent a deficiency in the material, nor does it affect any warranties which may be in place, and it is not a reason for rejection.

- **OIL CANNING**

Oil canning can be defined as the actual waviness in the flat areas of roofing and siding panels. Generally, the period and amplitude of the wave depend on the width of the flat. Oil canning is an inherent condition with light gauge cold-formed metal products and can result from residual stresses induced or redistributed during coil production, slitting, perforating, forming or fabrication of steel products. Improper deck handling, installation or attachment to misaligned steel supports can also cause oil canning. In general, oil canning is an aesthetic condition with no effect on the structural integrity of the deck. Since many uncontrollable factors can lead to oil canning, the manufacturer assumes no responsibility for the cost of actions taken in response to an oil canning condition. Oil canning shall not be a cause for rejection of material.

Information to consider

- Clean all metal shavings and particles off roof to avoid unsightly rust stains.
- Nibblers, especially carborundum blades on electric saws, do tend to either leave hot metal particles that can burn paint surfaces or leave rust marks on panels and trim. The same is true of any filings left on the roof caused by the application of screws. Care should be taken to brush all such particles from roof surfaces after application.
- Direct contact with pressure-treated lumber and metal roofing should be avoided to prevent potential corrosion.
- Damage will result if uninstalled panels or trim are allowed to remain wet in storage. Be sure to store material that will not be installed immediately in a dry location. Wet material should be air-dried and re-stacked when installation is not planned right away.