

## **POLICY AND PROCEDURES**

### **SHIPPING**

All orders are shipped the same day as received, unless an item ordered is a "Special Order" or your order is on back order. This may take 2-3 days.

**When placing your order, select your method of shipping from the drop-down list:**

- FedEx Ground 1-4 Days (up to 1lb.)
- FedEx 2nd Day (up to 1lb.)
- FedEx Next Day (up to 1lb.)
  - o Priority Overnight – 10:30AM
  - o Standard Overnight – 3:00PM
- Express Mail (up to 8oz.)
- Messenger in Area (S.E.MI only)
- Pick Up
- FedEx International (\$ Quoted)

California, Hawaii, and Porto Rico customers - Ground shipments may take 4-6 days we suggest you choose FedEx 2nd Day

### **METHODS OF PAYMENT**

- If you have a customer ID #, your payment has already been established.
- New customers pay by credit card until credit is established.
- Terms are applied to customers with approved credit.
- Customers may also pay with their Refining results.
- All Special Orders must be Pre-Paid and are non-refundable, non-returnable.

### **OPEN ACCOUNTS**

Net 30-day terms are available to accounts that have established credit. A finance charge of 1.5% per month (18% A.P.R.) will be applied to account balances over 30 days old. G&S Metals reserve the right to hold shipments on past due accounts.

### **CREDIT CARD PAYMENT**

We accept Visa and Mastercard. **We do not accept American Express or Discover.** We do not ship C.O.D. We request that your signature is on file and that you specify "Credit Card" as your method of payment when placing your order. Ask for a signature form.

### **WIRE TRANSFER**

Out of country payments must be done **by WIRE TRANSFER or PayPal.**

### **PAY WITH REFINING**

You may use your refining results to pay on your account.

### **RETURN POLICY**

Satisfaction is our policy. Merchandise must be returned **within 30 days** and accompanied with a copy of the invoice. Special ordered items or items altered in any way cannot be accepted for credit. Return items in their original packaging.

**G&S Metals charges a restocking fee of 15%.**

How to avoid the #1 Mistake:

Make sure you use the correct shipping address

## **FIRST, FOUR VERY IMPORTANT REMINDERS TO OUR CUSTOMERS**

### **1.) You must Verify you shipping address and E-mail address.**

Call us immediately if you have made a mistake.

Only a fraction of our customers have PayPal account but for those of you who do, please update your profile before placing an order.

### **2.) Please provide a physical street address.**

FedEx Ground does not accept P.O. Boxes.

### **3.) You must provide a valid e-mail address so we can communicate with you about your order.**

If you do not provide us with valid contact information, we have no choice but to delay or cancel your order.

### **4.) Please don't forget to unblock your spam blockers so we can communicate with you about your order.**

## Delivery to Alaska, Hawaii, or Puerto Rico

FedEx Envelope or FedEx Pak                      Add \$10 to all shipments

FedEx international Priority Service              \$15 Must be quoted

(Other than FedEx Envelope or FedEx Pak)

## Duties and Taxes

In the event FedEx advances duties and taxes on behalf of the payer, the payer will be assessed a surcharge based on a flat rate or percentage of the total amount advanced. This surcharge will vary dependent upon the destination country. For Canada import shipments, the surcharge is 2.5% of the total amount advanced or \$7, whichever is greater. Additional processing fees may be charged depending on the country of clearance.

## Canadian Shipments

We ship to Canada via FedEx International and they are subject to GST, PST, brokerage fees, and shipping rates based on weight, destination, and cost of goods.

- A shipping rate will **NOT** display on your order - Please contact your local customs office for more information

## International Shipments

We ship to International Destinations via FedEx International.

- International Order must meet a minimum of \$25.00 USD.
- A shipping rate will NOT display on your order.
- Shipping rates are based on package weight, dimensions, destination and cost of goods.
- -International customers may select payment via PayPal or Wire Transfer.
- **We do not accept International Visa, MasterCard, Discover, Or Optima Card payment.**
- Any additional international duties and fees are the customer's responsibility. Please contact your local customs office for more information.

## Tracking Your Order

- Once your order is shipped you will receive a ship confirmation e-mail from us with the tracking number (provided your e-mail address is correct).

## **FedEx Ground Shipping**

(48 Contiguous States)

- We are currently shipping within 2-3 business days from receipt of your order.
- FedEx Ground packages are delivered Monday through Friday until 8 pm.
- Once your order has left our warehouse please see FedEx Map for Estimated Delivery Times.

## **FedEx 2nd Day & Next Day Air**

(48 Contiguous States)

- Express Orders received Monday-Friday by 2:00pm EST will go out that day. If your order is received after 2:00pm EST it will be shipped out the next business day.
- FedEx Express does not include weekend service.

o Express orders Received on Friday after 1:00pm EST, Saturday, or Sunday will ship on Monday.

o Examples: If you place an Express order before 2:00pm EST on Thursday, Next Day Air will arrive on Friday and 2nd Day Air will arrive on Monday. If you place an Express order on Friday before 2:00pm EST, Next Day Air will arrive on Monday and 2nd Day Air will arrive on Tuesday.

**\*PLEASE NOTE: CERTAIN COUNTRIES CHARGE ADDITIONAL CUSTOMS' FEES AND INDEPENDENT CARRIER CHARGES. G&S INC. CAN'T ANTICIPATE THESE COSTS AND WILL NOT BE ABLE TO REIMBURSE YOU FOR ANY ADDITIONAL FEES INCURRED.**

**BEFORE PLACING YOUR ORDER, PLEASE CONTACT YOUR LOCAL CUSTOMS' OFFICE, TO FIND OUT WHAT KIND OF FEES YOU CAN EXPECT.**

We're sorry but we are not able to designate any packages as gifts or samples.

## Refusal of Delivery

- At the time of delivery if an order is refused, the customer will be responsible for shipping costs back to G&S metals as well as the original shipping charges. Please see our Returns and Exchanges page for more information. Please validate your “Ship To” address.

## Incorrect Shipping Information

- If a package is returned to G&S metals or delivered to the wrong address due to an incorrect shipping address provided by a customer, the customer will be responsible for the original shipping cost, return shipping cost as well as the redelivery cost.

## Backordered Items

- If an item is listed as out of stock on the item detail page, and added to your cart, a notification will be e-mailed to you that, the item(s) will be placed on backorder.
- Backordered items will ship automatically once they are back in stock.
- There are no additional shipping and handling costs for backordered items.
- You will not be charged for items on backorder until they ship.
- **Please Note: We are unable to ship backorders to Hawaii, Alaska, U.S. Territories, Canada, or any other International Destinations. Any item that appears as a backorder will be cancelled.**

## Multiple “Ship To” addresses

- If you are shipping your order to an address other than your “Bill to” or original “Ship to” address, please state it in the “Special Instructions” field of each new order.

### **Weather Related Delays**

- We cannot guarantee USPS or FedEx delivery times or be help responsible for reimbursement of shipping charges due to weather related conditions.

### **CLOSED FOR 2011 HOLIDAYS:**

- Labor Day, Monday September 5th, 2011
- Thanksgiving, Thursday November 24th and Friday November 25th, 2011
- Christmas, Monday December 26th, 2011

### **FedEx Domestic Service**

#### **FEDEX EXPRESS DELIVER TYPICALLY BY:**

- Priority Overnight: 10:30am the next business day
- Standard Overnight 3:00pm the next business day