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# GENERAL TERMS & CONDITIONS

## PAYMENT

Iron Age Designs accepts payments made by Check, ACH, Wire Transfer, and Credit Card (Credit Card payments not to exceed \$5,000 per order). All orders are to be pre-paid unless credit terms are established. Credit applications can be requested at [sales@ironagegrates.com](mailto:sales@ironagegrates.com). A minimum 50% deposit payment is required on all orders that include (but not limited to):

- items made of bronze or aluminum
- anything with custom fabrication, finishes, or patterns
- large or non-stocked items.

## TAXES

Iron Age, being a materials supplier with nexus in Arizona, Maryland, Washington, and Washington DC, will collect sales tax on all orders being shipped to these locations unless a tax exemption certificate or reseller permit is provided. Iron Age cannot collect taxes on sales made to any other state, and it is the responsibility of the customer to pay all applicable taxes in other locations.

## WARRANTY

Your satisfaction with Iron Age products and service is always our goal. Under normal conditions, our products will perform their intended functions for many years. If any issues should arise, we take a problem-solving approach and are committed to ensuring a successful outcome.

Iron Age warrants its products to be free of defects in material and workmanship for one year from the invoice date. This warranty does not cover abnormal use/abuse of the product and is exclusive to products supplied by Iron Age. Any claims for labor costs or other expenses related to the replacement of the defective product will not be allowed by Iron Age. Iron Age's responsibility is limited to replacing only products determined by Iron Age to be defective (pictures will be required). Extended warranties are available on a case-by-case basis.

For Purchase Orders, Payments, and Account Set Up, please use the address below:  
Iron Age Designs 2104 SW 152<sup>nd</sup> St, Suite 4 Burien, WA 98166

## LOADS (GRATING)

All Iron Age grates 14" wide or less have been designed to withstand **at a minimum** single-axle vehicle/residential traffic when appropriately installed. Grates that have been rated for heavy vehicular loads/commercial traffic will be listed as **Heavy-Duty**. Any drawings that do not specify **Heavy-Duty**, or a specific load designation, should be considered **Pedestrian-Rated**. All grates spanning a distance greater than 14" are designed and listed as **Pedestrian-Rated** unless otherwise noted. Pedestrian-rated grates can be used with reinforced frames to attain heavy-duty loads on a case-by-case basis. If you have questions regarding the load of our grates and how that applies to your specific application, we recommend that you call or email to discuss before specification or purchase. We can obtain engineer's calculations or load tests for specific vehicular load conditions at an additional cost (see: **Engineering Calculations**).

## LEAD TIME

Lead times quoted are based on the project load when the quote is requested and are subject to change. An updated lead time will be provided once your approved estimate has been received.

Production of orders commences upon receipt of:

- 1) Purchase order/signed Iron Age quote
- 2) Approved drawings/submittals, as applicable
- 3) Deposit as applicable based on terms of purchase agreed upon by Iron Age and the customer

Please keep in mind that quoted lead times are **estimates only**. While usually accurate, they are subject to change once an order is placed into production. Iron Age is not responsible for site or construction delays. Orders are shipped upon completion. If the contractor cannot receive an order when it is ready to ship, Iron Age will bill for stored materials and any applicable storage charges exceeding one week.

## Engineering Calculations

Engineering Calculations, if required, occur only after submittal drawing approval for general dimension, installation, and appearance, at which point they serve to vet the system from a load designation standpoint. Manufacturing does not commence until approved calculations are received by Iron Age and shared with the customer. These calculations are, unless otherwise explicitly quoted, performed by independent firms with Washington State Licenses. Lead time for calculations will vary and are **independent of** the above-mentioned manufacturing lead times.



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## INSTALLATION HARDWARE

Installation/mounting hardware is **not** included unless specifically quoted/ordered. Frames are shipped with bolts to attach them to our grates but do not include any additional hardware.

## CANCELLATION/RESTOCK POLICY

For stock items, our **restocking fee is 25%**. A return authorization must be obtained, shipping pre-paid and items received in re-sellable condition to accept the return. For made-to-order items, a **50% cancellation fee** will apply if the order is canceled before shipment. If the order is completed and shipped, 100% of the invoiced items will be billed for and considered due. Any deviation from this policy must be obtained in writing. Custom order deposits are non-refundable. Custom products, finishes, cut grates, and custom frames are not refundable.

# FREIGHT TERMS & CONDITIONS

## A Note About Freight

Iron Age Designs is a materials supplier only. Independent freight companies ship our freight. In effect, from the time the freight company loads our product on their truck until they deliver, and it is signed for in good order, it is their property. After signing, it is your property. Offloading is the responsibility of the customer. Due to the nature of our products, a forklift is usually required. Liftgate service is available on most orders. Please advise at the time of ordering if this is a requirement since extra charges will apply.

Iron Age products are inherently heavy. They are also made of solid and durable material. That said, damage can still occur between our warehouse and you, the customer. All shipments need to be inspected as soon as possible for any damaged or otherwise nonconforming items. **Claims for missing or damaged freight must be made at the delivery time and must be logged officially with the freight carrier on their delivery paperwork.**

Though we will always try our best to do right by our customers in the above circumstances, this method allows us to make claims promptly with our carriers. If the Bill of Lading and delivery receipt is signed by you as delivered complete and in good order, we will assume as much and expect payment in full per your payment terms.

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## FREIGHT CLAIM POLICY

Freight should be visually inspected upon delivery for any visible damage to packaging or the product itself. If damage is visible, freight should either be 1) returned to the carrier (Delivery Not Allowed) or 2) accepted but noted on the freight carriers' Bill of Lading (BOL) that the product was received in a damaged state. Pictures should be taken at that time, and Iron Age should be notified immediately with the order number, BOL number, and associated photographs and documentation. If visibly damaged freight is accepted without comment (as "undamaged"), the customer is responsible for payment in full per your payment term. Any remedies will come separately and at the customer's expense.

Freight should be counted and compared to the Packing Slip and BOL at the time of receipt. If the items or quantities on the Packing Slip/BOL are different than those in the shipment, this claim should be made immediately to the freight carrier and Iron Age for replacement as soon as possible.

**IF YOU ARE RECEIVING FRAMES**, they are shipped with bolts used to fasten the grates to the frames. These are typically boxed, and the box is taped to one of the frames sent. Please locate these when inspecting freight, and if removing bolts from frames, label and store them in a safe place for use when you need them. As with claims for damage, claims for missing hardware will not be allowed for consideration after goods are signed for at delivery, and replacement costs, as well as associated shipping, will apply.

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