DISTRIBUTION CENTERS OF CAL-ROYAL PRODUCTS

CORPORATE OFFICE
CAL-ROYAL PRODUCTS INC.

6605 Flotilla Street, Commerce, California 90040-1614
☎ 323-888-6601 / 800-876-9258 🖷 323-888-6699 / 800-222-3316
✉ sales@cal-royal.com

QATAR OFFICE (MIDDLE EAST)
CAL-ROYAL PRODUCTS MIDDLE EAST QFZ

Qatar Free Zone Authority, Ras BuFontas, P.O. Box 24817, Doha, Qatar
☎ +974-506-88-666 ✉ thamer@cal-royal.com

DISTRIBUTION CENTERS

SOUTHWEST DISTRIBUTION
SOUTHWEST OPENING SOLUTIONS

1725 W. Williams Drive,
Phoenix, AZ 85027
☎ 602-698-7779
✉ Info@SWOpeningSolutions.com
💻 www.SWOpeningSolutions.com

SOUTHEAST DISTRIBUTION
BOWEN SALES INC.

654-A Eastern Star Road,
Kingsport, TN 37663
☎ 678-708-8550
✉ todd.bowensales@gmail.com
💻 www.bowensalesinc.com

EASTERN DISTRIBUTION
TAB INDUSTRIES, LLC

2525 N 12 St., Reading,
Pennsylvania 19605
☎ 610-921-0012
🖷 610-921-0014
✉ tbrizek@TABIndustries.com

MIDWEST DISTRIBUTION
COMPASS BUILDING PRODUCTS

24615 Country Road 45, Suite #1
Elkhart, IN 46516
☎ 574-350-3749
✉ sales@compassbldgproducts.com
💻 www.compassbldgproducts.com

MIDWEST DISTRIBUTION
SSG TEXAS (ARLINGTON)

2020 Exchange Drive,
Arlington, TX 76011
☎ 817-275-3070
🖷 817-275-3068
✉ gregshuck@ssg-texas.com

MIDWEST DISTRIBUTION
SSG TEXAS (HOUSTON)

423 Blueberry Street
Houston, TX 77018
☎ 817-275-3070
🖷 817-275-3068
💻 www.ssg-texas.com

PREPAID FREIGHT POLICY FOR STANDARD SHIPPING

F.O.B COMMERCE, CA

EFFECTIVE NOVEMBER 1, 2024

AREAS	NET PREPAID FREIGHT	
	FOR ALL ORDERS EXCLUDING LITE KITS, LOUVERS, GLASS KITS, MULLIONS, & HEAVY OVERLENGTH RODS (8FT & UP)	FOR ALL ORDERS INCLUDING LITE KITS, LOUVERS, GLASS KITS, MULLIONS, & HEAVY OVERLENGTH RODS (8FT & UP)
UNITED STATES (EXCLUDING ALASKA & HAWAII)	$ 2,500	$ 3,000
PUERTO RICO	$ 4,000	$ 4,500
WESTERN CANADA	$ 3,500	$ 4,000
EASTERN CANADA	$ 4,500	$ 5,000

ADDITIONAL DELIVERY SERVICE FEES

Any additional delivery services, apart from the prepaid standard shipping, is **subject to extra charges** namely, residential/limited access, lift gate, redelivery, rerouting or reconsignment [address change and address correction], storage, carrier terminal will call, and more than 15-minute detention during delivery.

TERMS AND CONDITIONS FOR CAL-ROYAL PRODUCTS

ORDERING

All orders must be faxed or emailed to Cal-Royal products for confirmation before shipment.
Email all orders to **orders@cal-royal.com**

PRICES

Are subject to change without notice. All errors and omissions subject to correction.

CHANGES, CANCELLATIONS OR SPECIAL ORDERS

Canceled orders are subject to 10% service charge. Changes or cancellations to an order must be in writing and may result in additional charges for labor and/or materials. Changes may result in a delay in the scheduled ship date. Additions to orders will be entered as separate stand-alone orders and must qualify for all terms of sale, including discounts on an individual basis. Changes or deletions resulting in an order size of less than our minimum will not be accepted. Orders for non-cataloged, special or non-standard items may not be canceled. Factory orders may not be changed within 30 days of the scheduled ship date.

CREDIT APPROVAL

Acceptance of all orders is subject to approval of Cal-Royal Products, Inc. Trade references and banking information must accompany orders from new accounts.

FREIGHT OR SHORTAGE CLAIMS

Customer assumes all delivery risks of loss or damage. If cartons are lost or damaged, immediately contact delivering carrier to make claim. If assistance is needed from Cal-Royal Products, Inc. please contact our Claims Department. Shortage claims must be made within 3 business days from receipt of shipment.

- Cal-Royal Products, Inc. is not responsible or liable for any loss or shortage on merchandise to third party shipping.
- reconsignment / redelivery charges.
- We will not be responsible for truck schedules.
- We do not give guarantee on the delivery times of shipping carriers.
- We do not schedule delivery appointments with shipping carriers.
- Shipping carriers provide ESTIMATED DELIVERY TIMES / WINDOWS only.
- Any additional delivery service namely, residential/limited access, lift gate, redelivery, rerouting or reconsignment [address change and address correction], storage and more than 15-minute detention during delivery, apart from the pre-paid standard shipping, will be charged.

BACK - ORDERED MATERIALS

Prices quoted are based on current material costs at the time of order. In the event that back-ordered items are fulfilled after a price adjustment from the originally quoted rate, an additional charge reflecting the updated cost may be applied to those back-ordered items only. Customers will be notified of any such price changes prior to order fulfillment.

TERMS AND CONDITIONS FOR CAL-ROYAL PRODUCTS

SHIPPING ADDRESS

Please verify your shipping address carefully before placing an order. Address changes may be requested at no additional cost prior to shipment. Once an order has shipped, any address modifications may incur a redelivery or reconsignment fee, as determined by the carrier. If a shipment is returned due to an incorrect, invalid, or undeliverable address, additional return shipping charges may apply and will be the responsibility of the customer.

RETURN OF MERCHANDISE

Claims for shortages and/or incorrectly filled with Cal-Royal Products, Inc. within 10 days of receipt of material. Price adjustments must also be made in writing to Cal-Royal within 30 days from receipt of invoice. No returned goods will be accepted without written approval from Cal-Royal. Credit will be based on upon the written authorization by Cal-Royal. Such returns must be prominently marked with the return goods authorization number and shipped prepaid. Returns, if approved, will be subject to a minimum restocking charge of 20% (25% for Canada) for undopened cases of stock product and must be received in mint condition. In case of shipment refusal by client, aside from the restocking fee, the ship to and the return to shipper freight shall also be charged accordingly. Non-Stock materials are not returnable. Under no circumstances is Cal-Royal liable for incidental or consequential damages. Charge-backs will not be allowed. no cash refund given, exchange or replacement only.

STANDARD PACKAGING

We reserve the right to change order quantities to nearest standard package quantities.

ACCESSORIAL CHARGES

ACCESSORIAL CHARGES for shipments to construction sites / residential & lift gates will be billed @ $80.00 min for PALLET SHIPMENTS.

REDELIVERY CHARGES

REDELIVERY CHARGE of $100.00 will apply after the first unsuccessful delivery.

APPOINTMENT CHARGES

APPOINTMENT CHARGE of $50.00 will apply when setting a delivery appointment with the carriers.

MINIMUM ORDER

$50.00 net. Orders under $50.00 are subject to an $9.00 service charge. No exceptions.

AUTHORITY OF TERMS AND CONDITIONS

The terms mentioned herein are the only ones Cal-Royal Products, Inc. will honor, and any exceptions must be approved and confirmed by an officer of Cal-Royal Products, Inc. Terms and Conditions of buyer's purchase orders will not be honored unless an agreement is reached in writing beforehand. Cal-Royal Products Inc. has the right to refuse credit to anyone, or has the right to reuse to fulfill any orders. No representations, arrangements or agreements not appearing on the order shall be binding to Cal-Royal Products, Inc.