



Retail Store Sales Policies

At Prime, we strive for quality and excellent customer service. Our policies are standard practice in our industry and have been constructed to help us run our business efficiently and successfully.

Order Policy

All orders are final and must be paid in full at the time of pick up or for production to begin. Charge customers must have an available credit balance to cover order(s) before it can be picked up or for production to begin.

Prices

Due to market fluctuation, quoted prices are valid for a limited time only. Payments made on a sales order may hold pricing for 30 days max, after the 30 days applicable price increases may incur. Please call or visit one of our locations for current prices.

Storage Policy

Because of limited storage space, Prime Metal Buildings & Components, LLC will store custom fabricated material for 30 days. After this, notice will be sent that material must be either picked up or delivered within 10 days. It is the customer's responsibility to notify Prime with their pickup or delivery intentions. If there is no response within the 10-day window, your order and payment will be forfeited and/or a restocking charge imposed.

Return Policy

All returned items are subject to a standard restocking fee of 25%. All returns must be accompanied with an invoice that is no older than 30 days. The item(s) must be inspected, and in resalable condition determined by Prime management. If the items are not in resalable condition, they have no return value. Approved returns will be refunded in the form of a check paid to the customer's name on file and mailed to their address on file. Prime reserves the right to exclude items from being returned.

Terms & Condition

Payment on a Sales Order or Invoice indicates that the buyer has reviewed and accepted it to be accurate. All custom orders and special trim have no return value. Approved return items are subject to a 25% restocking fee. An invoice must accompany all authorized returns. Manufactured orders cannot be canceled for credit after production has begun. Orders not picked up or delivered within 30 days of order completion will incur additional storage fees or may be forfeited, see storage policy for details. Prime takes every precaution to prepare your material in #1 condition. Please report any damage at the time of pick-up or delivery. Once damaged materials are installed, Prime is not responsible for labor costs or material replacement. Failure to inspect materials before installation waives any claim for compensation related to defective materials. Prime is not responsible for any storage or handling damage to material after pick-up or delivery. Prime reserves the right to enforce these terms and conditions along with all store policies at any time.

