

## CONSUMER INFORMATION SHEET

Thank you for purchasing a Cogan product!

We want working together to be so seamless, it's effortless. Here are the key things you need to know about our standard procedures:

### 1. APPROVAL DRAWINGS

Approval drawings provide details of your order (Mezzanines, Cantilever Racking, Rack Protection, Guardrails, Partitions or Lockers). Please study them carefully and verify against site conditions. What makes or breaks the success of a custom project is the time and attention given to the verification of approval drawings on site.

Please check the measurements and make any changes, if necessary. Sign and return one copy to the engineer who worked on your project. **Important: The customer and/or end user is responsible for all final dimensions and specifications. Fees will apply for engineering in case of cancellation.**

*\*\*\*Please contact Cogan if you are applying for a permit or if you require a slab verification.\*\*\**

### 2. PERMITTING

If you require a permit, Cogan strongly recommends that you obtain your permit before approving your order for production.

**Cogan will not be held responsible for any additional costs incurred for changes to the mezzanine design or if footings are required as a result of permitting.**

### 3. PRODUCTION

Once we receive the signed approval drawings, your order will be scheduled for production and you will be advised of the expected delivery date. Please do not provide your customer with a delivery date until you receive one from us.

Production times will vary based on the size and complexity of your order. Our delivery estimates are usually highly accurate and we do everything we can to honor them. However, extenuating circumstances do happen. Cogan cannot be held responsible for delivery delays that are due to sudden changes in supplier lead times or to any other cause beyond our reasonable control.

For an estimate of our current lead times, refer to our website: [www.cogan.com/our-expertise/how-we-work/](http://www.cogan.com/our-expertise/how-we-work/)

### 4. TRANSPORT & MATERIAL RECEPTION

#### 4.1 TRANSPORT CARRIER

Unless otherwise specified, Cogan will ship your order the best and most economical way. We can also provide the total weight and skid dimensions if you'd prefer to arrange your own transport. However, Cogan cannot be held responsible for any shipping damages or lost material should you choose your own carrier.

#### 4.2 EXPECTED DELIVERY DATE & DELAYS

If you are not ready to receive your order by its expected delivery date, we can provide storage services for an additional fee. The material will remain the property of Cogan until fully paid.

In case of delivery delays, we recommend that installation be scheduled only after the shipment has been received and inspected. **Cogan is not responsible for the installer's waiting time.**

#### 4.3 MATERIAL RECEPTION

It is the sole responsibility of the Receiver to inspect all Cogan shipments and should there be damages, to mark the Bill of Lading (BOL) as damaged so that Cogan can initiate a claim to our nominated Transport Broker. If a shipment contains damaged material and the BOL is not marked accordingly, the Customer, and not Cogan, will be solely responsible for covering the cost of any replacement materials.

**This policy applies only to orders shipped using Cogan's shipping services. If you choose to arrange your own transport. Cogan cannot be held responsible for any shipping-related damages or lost material.**

All material must be stored indoors while awaiting installation. This is to prevent any damage that could be caused by prolonged exposure to the elements. **Cogan is not responsible for any damage due to material being left outside prior to installation.**

## 4.4 MISSING PARTS

Every order that leaves our facility is carefully photographed and inspected prior to shipment. We know exactly how your order looked when it left Cogan and how it should look when it arrives. If ever you receive your order and material is missing, we'll reference our shipping photos and determine if the material was:

1. Never placed on the truck and is still at our facility.
2. Lost in transport.

If the material was left at our facility, we will send the missing components within a timeframe deemed reasonable by Cogan. In certain situations where it may be less costly to purchase the material locally, we will provide you with a credit to do so.

If the material was lost in transport and you paid for Cogan shipping services, we will send replacement material free of charge. If you arranged your own transport, we will send replacement material at an additional cost and it will be up to you to make a claim with your carrier. We will of course provide any photos or information you might need to support your claim.

Cogan will not be held responsible for any installation costs **UNLESS** missing material was left at our facility or lost in transport via a Cogan transport carrier. In these cases, Cogan will issue a Work Order with a pre-authorized budget of \$50/hour determined as sufficient to cover the installation cost of the missing material. This does not include any travel, accommodation or per diem expenses incurred by the Customer, the End User, and/or the Installation Team to access the job site and perform the installation.

**We will not accept back charges for any repairs, modifications or alterations done without a Cogan Work Order.**

To report missing parts, please contact your RFQ Manager. Have your Cogan order number, drawings and missing parts list on hand when you call.

## 4.5 SHIPPING DAMAGE OR DEFECTIVE PARTS

We handle damaged material in much the same way that we take care of missing material. Every order is inspected and carefully photographed prior to shipment from the Cogan plant. This allows us to prove that all material is in good condition when it leaves our facility.

If material is received in a condition which is less than satisfactory or if you discover a defect that will require service or adjustment, first note the damage on the freight bills and then contact Cogan immediately to report the problem. We will ask you to take photos of the damage. We will then compare your photos with our shipping photos and determine if the damage occurred before or after the order left our facility.

If damage occurred in transport and you paid for Cogan shipping services, we will send replacement material free of charge (within a timeframe deemed reasonable by Cogan). If you arranged your own transport, we will send replacement material at an additional cost and it will be up to you to make a claim with your carrier. We will, of course, provide any photos or information you might need to support your claim.

Cogan will not be held responsible for any installation costs **UNLESS** material was damaged before it left our facility or occurred in transport via a Cogan transport carrier. In these cases, Cogan will issue a Work Order with a pre-authorized budget of \$50/hour determined as sufficient to cover the installation cost of the damaged material. This does not include any travel, accommodation or per diem expenses incurred by the Customer, the End User, and/or the Installation Team to access the job site and perform the installation. **We will not accept back charges for any repairs, modifications or alterations done without a Cogan Work Order.**

To report damaged or defective material, please contact your RFQ Manager. Have your Cogan order number and material list on hand when you call. This will help us address the issue faster.

## 5. INSTALLATION

### 5.1 COGAN AUTHORIZED INSTALLERS

We strongly suggest that you use a Cogan Authorized Installer to contract the installation. Please contact the Cogan manufacturer's representative nearest you for a referral. Cogan Authorized Installers have previous experience working with our products and can reduce the risk of installation errors that may void our warranties.

### 5.2 THE JOB SITE

Your order has been designed to suit your specific requirements. Extra care has been taken to ensure that the components have been fabricated for ease of installation. However, the drilling of some holes on the job site as well the application of minor touch-up paint may be required. This is normal and considered part of the field work; the installer shall not be compensated. Refer to the installation procedures on the drawings supplied with the shipment.



A Tradition of Quality Since 1901

### 5.3 LOCAL CODES AND REGULATIONS

Due to the variation of safety/building codes between regions, it is the responsibility of the Customer and/or End User to ensure that the product complies with all the respective electrical, fire, or safety/building codes, which influence its use and installation.

The Customer and/or End User must arrange for the appropriate installation and testing of the Cogan product such that all state, provincial or local safety codes are respected. If necessary, the customer and/or end user must obtain state, provincial or local permits before using the Cogan product. These permits are to be obtained at the Customer and/or End User's expense.

### 6. WARRANTY CLAIMS

Cogan offers a Limited Lifetime Structural Warranty and a 1-Year Warranty for Work Performed or Materials Furnished. If you encounter an issue with one of our products, please call 1-800-567-2642 ext. 232 and reference your Cogan order number. We will then begin the process of investigating your claim.

**Please note that Cogan will not be responsible for any repair or replacement under our present warranties unless notice is delivered within 30 days of your discovery of the damage or defect.**

Once your claim has been approved, Cogan will, at its sole discretion, repair or replace the Product or Material and issue a Work Order with a pre-authorized budget of \$50/hour determined as sufficient to cover the cost of installation for said Product or Material. Cogan's liability under our present warranties is limited to the cost of materials manufactured by Cogan and the pre-authorized budget outlined in the Work Order. Cogan will not be held responsible for any travel, accommodation or per diem expenses incurred by the Customer, the End User, and/or the Installation Team to access the job site and perform the repairs.

**Do not attempt to fix the problem without Cogan authorization and an official Work Order. This will void our warranties.** We will not accept back charges for any repairs, modifications or alterations done without a Cogan Work Order. We are also not responsible for any damage caused by exceeding the conditions and capacity for which the product was designed.