

## Terms & Conditions of Sale & Customs Orders

1. Pricing of product and freight are subject to change.
2. All Custom Order items must be signed off by the customer prior to production commencing.
3. Cancellation of Custom Orders will not be accepted after production has been started.
4. All custom poured concrete products will be invoiced as soon as the product passes Diamond's QC process. The only exception to this invoicing policy is if the product will be shipped to the customer within one week from when the QC is completed.
5. For customers not requiring the completed product within a week, the customer can either (i) pick up or have the product delivered at the customer's expense, or (ii) pay a daily storage fee to Diamond Precast in the amount of \$50 per day.
6. Where a customer has ordered a custom made concrete product and subsequently determines that the product no longer meets their specifications, the customer is still obligated to pay for the product and can either (i) ship the product to their location at the customer's expense or (ii) have Diamond dispose of the product at the customer's expense.
7. Under no circumstances will custom ordered concrete products be returned. Where a custom ordered product is shipped back to Diamond Precast, the customer will either (i) pick up or have the product delivered to their yard, or (ii) have Diamond dispose of the product at the customer's expense.
8. Diamond Precast has the right to use customer information for marketing purposes.
9. FOB jobsite if complete package given to DPCL and product taken as full truck loads only.
10. Delivery includes BLVD drop at grade, product placement by others.

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