



2319 Patterson Industrial Dr.
Pflugerville, Texas 78660
(866) 649-6646 Toll Free
(512) 389-0063 Main
(512) 389-0384 Fax

Pioneer Roof Systems Credit and Collection Policies

OVER THE TOP SYSTEMS, LTD. D/B/A PIONEER ROOF SYSTEMS ("PRS") welcomes the opportunity to extend an open line of credit to organizations with which we will be doing business. We have prepared this policy statement to explain our credit terms. If this does not answer all of your questions, please contact our Credit Department. We look forward to a mutually beneficial relationship.

A. GRANTING OF CREDIT

1. A line of credit will be granted on the basis of the results of a credit investigation by the Credit Department as to the credit history and financial strength of the account in question.
 2. All customers are required to complete and sign our credit application, which will provide the credit information needed to support the line of credit extended. This information will be held in strict confidence by PRS. If additional information or clarification is needed, the account will be contacted by the PRS Credit Department.
 3. Payment in advance may be required when a customer's credit history precludes the extension of open account credit, a collection problem exists, or the urgency of the order precludes a normal credit investigation. These terms will be administered by the Credit Department as required.
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B. TERMS

1. All orders presented to PRS will have terms as stipulated on the applicable order unless otherwise specified by prior agreement. No terms or conditions of purchase orders different from the terms of PRS will become part of any sales agreement or other document unless specifically approved in writing by PRS.
2. Late interest charges will be assessed on all invoices if payments are not made within PRS terms at the rate of 1.5 percent per month, which is an annual rate of 18 percent or the highest rate permitted by law. Notwithstanding the foregoing, interest on any debt to PRS incurred under these policies or resulting from PRS's sale or delivery of any goods, whether pursuant to PRS's Credit Application and Agreement or not, shall not exceed the maximum amount of non-usurious interest that may be contracted for, taken, reserved, charged, or received under law; any interest in excess of that maximum amount shall be credited on the principal of the debt or, if that has been paid, refunded. This provision overrides other provisions in this policy and all other instruments concerning any debt. Late interest charges will be due upon notification and will be treated the same as an invoice for collection purposes.

3. If per special promotion, an invoice has discount terms, the invoice must be paid within those terms or the discount will be disallowed. The account will be notified of the amount of discount disallowed and the check number involved. This amount must be included on the next remittance to PRS.
 4. In the event an invoice is not paid when due, there may be charges for any court costs, attorney's fees of not less than twenty-five percent (25%) of the unpaid amount of principal and interest and all other cost of collection incurred, all without relief from valuation and appraisal laws.
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C. INVOICE ERROR OR DISCREPANCIES

1. If an account believes there is an error on an invoice, they should contact the PRS Customer Service Manager immediately. It is then PRS's responsibility to investigate that error and resolve it as soon as possible.
 2. Holding payment on a full invoice or the entire account, when only part of an invoice requires adjustment, is a violation of terms and will subject the entire invoice or account to interest charges and may result in disallowed discounts if applicable.
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D. "NOT SUFFICIENT FUNDS" (NSF) CHECKS

1. A \$50.00 charge will be assessed for all checks presented for payment which are returned to PRS due to insufficient funds, and will be treated as an invoice for collection purposes.
 2. If an account submits two such NSF checks, the account may be placed on a "certified funds only" status for a minimum of six months. After that time, a new credit investigation will be performed. Based upon the results of this investigation, the Credit Department may elect to return the account to open status or maintain the account on a "certified funds only" status, such election to be made in the sole discretion of PRS's Credit Department.
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E. COLLECTION POLICY

1. A "Statement of Account" will be sent the first of each month on request.
2. In the event that payment of an invoice becomes past due, the account will be contacted by the PRS Credit Department to determine if any problems exist with the invoice. If the account believes there is an error on the invoice the Credit Department will take appropriate action to resolve as soon as possible.



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3. If there are no discrepancies on the invoice, the account will be reminded of our terms, including late interest charges, and asked when payment will be forthcoming. If an agreement cannot be reached on a mutually acceptable payment date, the account will be placed on credit hold, which will preclude the work on any future orders on an open credit basis until the account is no longer delinquent.
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F. RETURN GOODS POLICY

1. All returns must be authorized by our Service Manager before the merchandise is returned.
 2. Specified return instructions will be provided on return procedures, as well as return shipping labels.
 3. Merchandise which is returned to us without proper return authorization numbers clearly displayed will be refused. Credit will not be issued for any merchandise for which advance authorization was not obtained, and will be issued only for goods actually received by PRS.
 4. All returns not attributable to a material PRS error are subject to a 15% restocking charge.
 5. Customer is responsible for all freight charges for any returns.
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G. MINIMUM SERVICE INVOICE

PRS initial order \$250. Material to be shipped at the same time to the same location may be combined to meet minimum invoice requirements.