

## ORDER CANCELLATION POLICY

### 1. Custom Orders;

a. "Custom" manufactured orders **may not** be cancelled after 24 hours, **after receipt of order**.

b. "Custom" manufactured orders requested by the customer to be cancelled after 24 hours after receipt of order by Apex will be charged "full" price.

### 2. Catalog Orders;

a. Any order placed from the "current published catalog", may be cancelled and / or adjusted in quantities and / or sku's ordered within 24 hours **after receipt of order**. Customer requested changes to quantities and / or sku's may "negatively" affect the delivery schedules previously committed to our customer's original "purchase order", by "Apex Urethane Millwork". Cancellation of originally ordered quantities after 24 hours and **not shipped** may result in a 15% cancellation charge being invoiced to customer.

b. Any order cancelled and/or refused after "shipment" has been made from "Apex Urethane Millwork's" Distribution Services Department, will be charged a 25% of the "net selling price", restocking charge **along** with all applicable "to and from" freight costs associated with the return of the "cancelled" orders by the carrier.