

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:

01 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.****

02 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.

03 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 circumtances 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.

04 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 the fees are fully paid.

Due to the uncontrollable nature of transit times, Cogan will not be responsible for installers' 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 immediately mark the Bill of Lading as Damaged before the driver leaves the premises.

If a shipment contains damaged material and the Bill of Lading is not marked as Damaged, the Customer and not Cogan, will be solely responsible for absorbing the cost of any replacement material.

Missing material must be claimed to Cogan within five business days of receiving the shipment.

This policy applies only to orders shipped via Cogan's shipping services. If you choose to make your own shipping arrangements, 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 avoid any damage from occurring by prolonged exposure to the elements. Cogan is not responsible for any damages due to material being left outside prior to installation.

4.4 MISSING PARTS

Every order that is shipped from Cogan's facility is inspected and photographed prior to shipping. If your order is incomplete upon delivery, we will refer back to our shipping photos to determine if:

A. The complete order was not loaded onto the truck

If the complete order was not loaded onto the truck and part of the material was left behind at our facility, we will ship the missing components within a timeframe deemed reasonable by Cogan. We do not offer expedited delivery service.

In some cases, it may be less costly to source the materiel locally and we will approve a local purchase and issue a credit once the purchase invoice is submitted.

B. If part of the shipment was lost during transport

If part of the shipment was lost during transport, and Cogan provided the shipping services, we will ship the replacement material free of charge.

If the shipping arrangements were made through your own nominated carrier, then a claim must be initiated on your end directly with your carrier. We will provide a new quote for the repurchase of the replacement material, and we will re-manufacture upon receipt of a new PO.

Cogan will not be held responsible for any installation costs UNLESS the missing material was left at our facility or lost during transport via a Cogan transport carrier. To report missing material, please contact your RFQ manager. Please make sure to have the Cogan order number in question on hand with the complete list of missing parts.

4.5 DEFECTIVE PARTS

If the material received is defective, please contact Cogan immediately to report the problem.

Along with the Cogan order number, please also provide photos and/or videos for analysis. Defective parts will be re-manufactured and reshipped at Cogan's expense.

05 INSTALLATION

5.1 COGAN AUTHORIZED INSTALLERS

We strongly suggest that you use a Cogan Authorized Installer to contract the installation. Please contact Cogan at 888-316-2027 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 touchup 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 always provided with the shipment.

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.

06 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 contact Cogan Customer Care at 888-316-2027 and reference your order number. We will then begin the process of investigating your claim.

Do not attempt to fix the problem without Cogan authorization as this course of action will void our warranties. We will not accept any back charges for any repairs, modifications or alterations done without a Cogan approval. We are also not responsible for any damages caused by exceeding the conditions and capacity for which the product was designed.

07 REIMBURSEMENTS

Reimbursement does not include installers' travel expenses, accommodations 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.

Once the claim has been approved, Cogan will pre-authorizd budget of $80/hour for foremen and $50/hour for laborers to rectify the issue. The number of man hours and equipment rental are subject to review.