

Quality Steel Corporation

5-10-5 Delivery Guarantee

As a former retail propane dealer, our owner knows the importance of your having tanks when you need them. That's why our corporate goal is to consistently provide the shortest lead times in the industry. We realize it's equally important that you have your tanks when you expect them. That's why we are the only company in the industry that offers a guaranteed delivery.

Here's how our delivery guarantee works:

1. You give us a qualifying order.
2. We give you an assigned shipping date.
3. If we miss the assigned date by more than five working days, we pay you **\$1000**.

Questions and Answers:

Q. What is a "qualifying order"?

A. A truckload order released for immediate shipment (Special quotes may not qualify).

Q. What is an "assigned shipping date"?

A. We work diligently to provide our salesmen accurate shipping information. At any time, they can provide estimated shipping dates that are always honest and accurate. However, it's extremely difficult for them to track lead times in the middle of the season with 100% accuracy when changes occur daily. So, within forty-eight hours of credit approval, the factory will provide you written confirmation of an assigned shipping date for your order.

Q. What is a "working day"?

A. Monday through Friday....with the exception of traditionally recognized holidays.

Q. If we miss your assigned date, how will we receive your **\$1000**?

A. Your choice...you may deduct from your payment or we'll send you a check.

Q. Can my delivery guarantee be voided?

A. Yes. Your guarantee can be voided if...

...you change your order.

...shipment is delayed due to credit considerations.

...we are unable to ship your order due to labor strife or an act of God.

...your invoice is not paid within the terms.

Revised 01-01-2000

We'll be there when we say we'll be there!