



Customer Information Guide

Effective: May 15, 2006

Customer Service Order Guide

- Refer to regional stock book or pricing Excel file for stock items. Stock items will ship with a 5-day lead time.
- For nonstock products, order lead times will extend to longest lead-time item by manufacturing/shipping facility.
- Lima Register, J&J Register and AmeriVent orders may be combined to qualify for freight.
- For nonstandard item price, availability, and lead time, please fax your request to Customer Service.
- When placing orders, please be sure to specify frame style, finish, blow pattern, etc. We will not be responsible for errors due to incomplete information.
- Order acknowledgements are faxed nightly. Please review your acknowledgements to verify receipt and accuracy of order and also check scheduled ship dates. If you do not receive an acknowledgement, please call customer service.
- All orders are subject to acceptance by American Metal Products Group. Orders may be canceled only upon approval by American Metal Products Group and are subject to a minimum \$15 net fee plus possible other incurred costs. Expedited items, quick-ship items, or items already in production cannot be canceled.
- If a change to an order is possible, each order change will be subject to a \$10 net fee per line item charge.

Freight Terms

- Wholesale customers will receive prepaid and allowed freight on orders with a **net** dollar total of \$2,275 or more. Shipments to Alaska and Hawaii are always shipped **prepaid and invoiced**. Orders less than \$2,275 net will be freight prepaid and invoiced.
- All shipments are F.O.B. factory.
- Actual freight rates will be charged on 2nd Day, Next Day, or any expedited freight shipments.
- All nonstock GRD items will ship from the manufacturing facility. All nonstock vent items will ship from the Regional Distribution Center.

Special Product Requests

- All Special Product Requests (SPRs) have a minimum 7-week/35-workday lead time. You must contact American Metal Products Group for pricing, availability, and lead-time information on all SPRs.

Quik-Ship

- **Stock items with 2-day Quik-Ship** are available with a 20% expedite fee and a \$20 processing fee. Orders of 20 pieces or more require prior approval. Standard freight policy applies, and orders must be marked clearly with Quik-Ship
- **Nonstock GRD 10-Day** items are available on a **5-Day Quik-Ship with a 25% expedite fee**. All nonstock GRD items on a given order must be standard 10-Day items to receive a 5-Day production lead time. A mixture of items with longer lead times will push the order out to the longest lead time. Orders **must** be marked "5-Day Quik-Ship."
- **Nonstock GRD 20-Day** items are available on a **10-Day Quik-Ship with a 25% expedite fee**. All nonstock GRD items on a given order must be standard 20-Day items to receive a 10-Day production lead time. A mixture of items with longer lead times will push the order out to the longest lead time. Orders **must** be marked "10-Day Quik-Ship." Refer to the back of this sheet for product lead times for nonstock items. Lead times apply to items not listed in your stock book, but listed in the price list.
- Refer to the back of this sheet for GRD product lead times for nonstock items. Lead times apply to GRD items not listed in your stock book, but listed in the Lima Register or J&J Register price list.

NONSTOCK LEAD TIMES BY PRODUCT

All lead times subject to change without notice.

Model Number	10 Days	20 Days	Location
RESIDENTIAL FLOOR & BASEBOARD PRODUCTS			
800, 825, 830, 850, 875	X		Holland, MI
AL833	X		Holland, MI
470, 471	X		Holland, MI
RESIDENTIAL CEILING/SIDEWALL PRODUCTS			
60GH, 60GH7, 63GH	X		Holland, MI
632, 633, 649, 652, 667, 671	X		Holland, MI
AL60GH, AL60GH7	X		Huntsville, AL
500, AL500, 600, AL600	X		Holland, MI
500M, 600M		X	Mira Loma, CA
150, 155, 156	X		Holland, MI
AL160	X		Geneva, AL
AL270	X		Mira Loma, CA
COMMERCIAL REGISTERS & GRILLES			
90, AL90	X		EI Paso, TX
900, AL900	X		EI Paso, TX
900-50, AL900-50	X		EI Paso, TX
990, AL990	X		EI Paso, TX
S90, ALS90	X		EI Paso, TX
CURVED-BLADE DIFFUSERS			
290, AL290	X		EI Paso, TX
FILTER FRAMES			
12PFF		X	EI Paso, TX
60GHFF	X		Holland, MI
S90FF, ALS90FF	X		EI Paso, TX
ALEC5FF	X		EI Paso, TX
PERFORATED-FACE DIFFUSERS			
12P	X		EI Paso, TX
1230, 1231, 1234, 1235	X		Huntsville, AL
1274, 1275, 1276	X		Huntsville, AL
EGGCRATE			
ALEC	X		EI Paso, TX
LOUVERS			
AL2900		X	EI Paso, TX
SPIRAL DIFFUSERS			
ALSDV, ALSDVH, ALSDS,		X	Geneva, AL
UALSDV, UALSDVH		X	Geneva, AL
SQUARE/ROUND DIFFUSERS			
1100, AL1100	X		EI Paso, TX
1120, AL1120	X		EI Paso, TX
AL1130	X		Geneva, AL
1150, 1160, 1170	X		EI Paso, TX
1400, 1560, 1565	X		Huntsville, AL
AL1400		X	Geneva, AL
RNA14	X		Holland, MI
OBD14		X	Huntsville, AL
ALOBD14		X	Geneva, AL
1444	X		Ponca City, OK
AL1444		X	Ponca City, OK
1500, 1520, 1530, 1540	X		Huntsville, AL
1600		X	Huntsville, AL
R35, R52		X	Huntsville, AL

Model Number	10 Days	20 Days	Location
FIBERGLASS-BACKED			
4230, 4235	X		Huntsville, AL
4214, AL4240	X		Huntsville, AL
4260FF	X		EI Paso, TX
4205FF, 4212FF, 4290FF	X		EI Paso, TX
LINEAR/PLENUM DIFFUSERS			
AL2000, AL2500		X	Geneva, AL
ALFZ2500, AL2800		X	Geneva, AL
EXTRUDED ALUMINUM SERIES			
ALHM, ALVM		X	Geneva, AL
ALH, ALV		X	Geneva, AL
ALHR90, ALHR45		X	Geneva, AL
ALHOB, ALVOB		X	Geneva, AL
ALHR90OBD, ALHR45OBD		X	Geneva, AL
ALHV, ALVH		X	Geneva, AL
ALHVOBD, ALVHOB		X	Geneva, AL
ALC1ML, ALC2ML		X	Geneva, AL
ALC3ML, ALC4ML		X	Geneva, AL
ALC1, ALC2, ALC3, ALC4		X	Geneva, AL
ALC1OBD, ALC2OBD		X	Geneva, AL
ALC3OBD, ALC4OBD		X	Geneva, AL
ALH45FF		X	Geneva, AL
ALH45TFF, ALHR45T		X	Geneva, AL
DAMPERS/ACCESSORIES			
AD1, ASG, RSG		X	EI Paso, TX
EX9	X		EI Paso, TX
OBD, ALOB	X		EI Paso, TX
RNA	X		EI Paso, TX
R32, R42	X		Ponca City, OK
VC9		X	EI Paso, TX
AL10PF	X		EI Paso, TX
DOOR GRILLES			
700, AL700	X		EI Paso, TX

All nonstock vent items have a 15-day lead time and will ship from the distribution center.



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